

JULIAN RAGLAND

TECHNICAL PROGRAM MANAGER | CYBERSECURITY 📍 LOS ANGELES, UNITED STATES 📞 2024607449

◦ DETAILS ◦

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◦ LINKS ◦

[LinkedIn](#)
[Portfolio](#)

◦ SKILLS ◦

Project & Program Management
Executive Reporting & Briefing
Cybersecurity Change Management
Cross-Functional Team Leadership
Stakeholder Engagement
Crisis & Time-Sensitive Execution
Process Improvement
Endpoint Compliance & Device Management
Identity & Access Management
Network Security & Access Control
Cloud & Security Tooling



PROFILE

Cybersecurity Program Manager with 3+ years securing mission-critical infrastructure at NASA's Jet Propulsion Laboratory, delivering enterprise security initiatives across flight networks, the Deep Space Network, and ground data systems supporting 42 active missions. Led HSTS migration across 1,800+ systems, drove MDM enrollment for 3,000+ endpoints under Zero Trust policies, and executed a DHS-mandated credential reset for 11,000+ users in under 24 hours with zero operational disruption. Proven ability to coordinate cross-functional delivery across engineering, IT, and mission operations while maintaining NIST 800-53 and ISO 27001 compliance.



CORE TECHNICAL SKILLS

- **Program Leadership & Delivery:** Program and project management, Agile and Waterfall delivery, risk and change management, executive reporting, integrated master schedule coordination, cross-functional team leadership
- **Cybersecurity & Compliance:** NIST 800-53, NIST 800-171, ISO 27001, Zero Trust architecture, endpoint security (Intune, Jamf), identity and access management, secure configuration management, vulnerability remediation
- **Systems, Automation & AI:** Cloud infrastructure (AWS, Azure, Hetzner), Linux server administration, CI/CD pipelines, n8n workflow automation, AI-driven security workflows, API integration, ServiceNow, Jira, secure file transfer (SFTP/FTPS), certificate management (HSTS, TLS)
- **Communication & Collaboration:** Technical writing, stakeholder engagement, mission readiness briefings, cross-organization coordination, change management communications



CLEARANCE

Clearance - Tier 2 (Formerly MBI or level 5B)
Aug 2022 — Aug 2027



EMPLOYMENT HISTORY

Communications Specialist, Cybersecurity at NASA JPL

Aug 2022 — Oct 2025

Served as cybersecurity program coordinator/manager and communications specialist for enterprise-scale security and IT modernization initiatives supporting 42 active NASA missions. Managed compliance-driven technical rollouts end-to-end — from stakeholder engagement and change management to delivery tracking and executive reporting — across engineering, IT, and mission operations divisions, reporting directly to the CISO office and JPL Chief of Cyber.

- Managed Lab-wide HSTS migration securing 1,800+ mission-critical systems; standardized HTTPS enforcement and certificate deployment across 42 flight projects with direct reporting to the CISO office.
- Directed macOS upgrade campaign via Jamf Pro across flight, Deep Space Network, and ground data environments for 3,700+ endpoints, driving compliance from 82% to 93% and reporting metrics to JPL Chief of Cyber.
- Led Intune MDM rollout for macOS across enterprise, clean room, and flight networks, enrolling 3,000+ devices with conditional access policies in support of NASA's known-device directive.
- Coordinated Aruba ClearPass NAC deployment across 30,000+ devices, managing communications strategy and tracking 17 sub-initiatives over a 3-year phased rollout.
- Executed DHS-mandated password reset for 11,000+ users in under 24 hours with zero disruption to mission operations; commended by JPL Director and Deputy Director.
- Developed secure access onboarding strategy and documentation for flight network users; managed system administration across multiple system security plans.
- Owned Lab-wide cybersecurity newsletter, curating APT advisories and threat intelligence content for 6,000+ employees; led publication rebrand.

- Led change management and communications for SSO migration from username/password (SSO1) to smartcard-based authentication (SSO2) across the Lab.
- Coordinated implementation of role-based access controls (RBAC) in AWS; standardized JPL internal certificate deployment across 16 servers.
- Recognized with JPL's Voyager Award for restoring and modernizing Lab-wide digital signage program.

Freelance IT Consultant & Web Administrator (CRP Incorporated and Independent Clients)

Jun 2014 — Present

Provide secure web, cloud, and digital infrastructure support to clients across government, education, and nonprofit sectors. Manage security hardening, monitoring, incident response, and lifecycle management of web systems and server infrastructure.

- Developed and maintained 20+ secure web properties, implementing HTTPS/TLS, DNS hardening, access controls, and CMS hardening to meet organizational security requirements.
- Deployed and configured SIEM solutions to monitor web traffic, detect malicious activity, and generate security alerts with automated remediation workflows across client environments.
- Managed cloud and on-premise server infrastructure with 99.9% uptime; applied OS and CMS security patches, hardened configurations, performed backups, and monitored availability.
- Designed and tested backup and disaster recovery procedures including automated offsite backups and documented recovery runbooks.
- Administered Google Workspace identity systems including role-based access, account provisioning, and lifecycle management policies.

EDUCATION

Cyber Security Certificate, University of California, Berkeley

Mar 2021 — Aug 2021

Focused on NIST frameworks, risk management, encryption, and incident response fundamentals.

Middle Eastern History, University of Maryland, College Park

Sept 2010 — May 2014

CERTIFICATES

CompTIA Security+ ce Certification

ISC2 Building a Secure AI