Bowman Williams

Director of Technology & VCIO W/ Hands on Technical Background

CERTIFICATIONS

CompTIA Security+
CISSP (Expected 9/2025)

EDUCATION

B.S. Cybersecurity Technology — University of Maryland Global Campus, (Expected 2027)
A.S. Information Systems — Montgomery College

SUMMARY OF QUALIFICATION

Highly motivated and results-driven IT professional with over 10 years of experience managing medium to large network environments, specializing in networking, security, and cloud systems. With a proven track record in leading technology projects, managing high-performing teams, and leading strategic IT initiatives that align with the company's business objectives. Committed to leveraging my extensive technical and leadership experience to fortify organization's infrastructure, safeguard assets, drive innovation, enhance operational efficiency, and contribute to the success of a forward-thinking organization.

Company: Legal-Focused Managed Services Provider — 08/2014 - 03/2025

Title: Director of Technology/vCIO (2022 – 2025)

- Managed all aspects of the company's strategic planning, architecture design, and project coordination, ensuring alignment with the mission objectives.
- Conducted comprehensive assessments and provided actionable recommendations to stakeholders, driving solutions to evolve the company's needs and enhancing infrastructure and security posture.
- Managed all change management processes within the company's environments, ensuring smooth transitions and minimal disruptions.
- Led quarterly technology business reviews with stakeholders, providing insights and updates on IT initiatives, performance metrics, and strategic direction.
- Collaborated closely with project managers and clients to ensure the successful execution of all technology initiatives, delivering projects on time and within budget.

Title: Escalation Manager (2019 – 2022)

- Supervised and managed a team of 6 SMEs; supported the team as the final approver point for escalation matters.
- Developed a comprehensive triage and escalation process, resulting in a 25% reduction in repeated escalated incidents.
- Assisted in change management processes to address security vulnerabilities on core networking devices, including FortiGate and Cisco devices.
- Managed security tools and policies to identify threats and triage incidents between NOC and SOC analysts.
- Provided executive-level reporting and trend analysis to stakeholders, driving continuous process improvements across the organization

Title: Senior Engineer (2014 – 2019)

- Conducted root-cause analysis to identify and address underlying issues.
- Maintained the health of infrastructure devices, including ESXi hosts, virtual machines, and operating system images in MDT and WDS.
- Azure Windows Virtual Desktop (WVD) subject matter expert providing specialized knowledge and support.

- Performed quarterly evaluations, vulnerability assessments, and risk prioritization using Tenable Nessus across Windows and Linux environments.
- Reduced brute force incidents by 100% by implementing inbound firewall rules to limit risk and exposure.

Company: National Retail Tech Support Center 05/2013 - 09/2014
Title: Tech Center Supervisor

- Oversaw the daily operations and strategic direction of the Tech Department to ensure optimal performance and service delivery.
- Led and managed a team of IT Associates, providing mentorship, delegating tasks, and handling escalated issues to maintain high standards of support.
- Administered departmental budgets, coordinated scheduling, organized tech events, and managed procurement of supplies and resources to support business objectives.
- Delivered prompt, high-quality solutions to associates and clients, fostering a culture of excellence and continuous improvement in customer service.

Company: Small IT Support & Hardware Repair Provider 11/2011 - 01/2013
Title: IT Technician

- Delivered expert technical support and outstanding customer service, efficiently resolving complex hardware, software, and security issues for end-users.
- Conducted detailed inventory management and performed hardware upgrades and repairs, ensuring optimal workstation performance and asset accuracy.
- Executed advanced malware removal, system tune-ups, and software troubleshooting to protect endpoints and maintain business continuity.

Company: Faith-Based Community Services Organization
Title: Director of IT 2015-Present

- Administered secure password management solution across the organization.
- Established cybersecurity policies and delivered staff training, achieving zero security incidents and 100% compliance with privacy standards.
- Led migration to cloud-based document management solution, cutting document retrieval times by 60% and increasing efficiency.

Title: IT Analyst/Administrative Assistant 07/2007-2013

- Trained and supported staff and volunteers in using Microsoft Office Suite, and Adobe Acrobat.
- Provided customer service support in troubleshooting hardware and software needs.
- Managed public calendar events and coordinated with vendors

ADDITIONAL SKILLS AND TECHNOLOGIES

Network Security, Cloud Security, Corporate Network Systems, Strategic IT roadmap/planning, Endpoint Detection and Response, CVE/CWE Management, CVSS Scoring, OWASP Top 10, Risk Prioritization, Vulnerability Remediation, PowerShell Scripting, BASH Scripting, Firewall/NSG Configuration, NIST 800-37: Risk Management Framework, NIST 800-53: Security and Privacy Controls, NIST 800-61: Computer Security Incident Handling Guide, NIST 800-40: Guide to Enterprise Patch Management Planning, NIST Cybersecurity Framework, PCI-DSS, GDPR, HIPAA