Systems Administrator

Bowman Williams

Results-oriented CompTIA CNSP certified Systems Administrator with proven network security capabilities. Particularly proficient in taking the initiative to approach and resolve uncommon or undocumented network issues. Skilled in technical writing and issue documentation. Consistently commended for leadership, proactivity, and collaborative ability.

Education

Western Governor's University
Cybersecurity & Information Assurance
3.8 GPA
July 2021 - December 2025
Bachelor of Science

Certifications

PenTest+
CompTIA
August 2025

CySA+
CompTIA
May 2025

SSCP
ISC2
April 2025

Linux Essentials
LPI
August 2024

Project+
CompTIA
October 2024

Security+
CompTIA
September 2023 - October 2027

Network+
CompTIA
June 2022 - October 2027

A+
CompTIA
April 2021 - October 2027

Network Security Professional
CompTIA
August 2025

Security Analytics Professional
CompTIA
May 2025

Secure Infrastructure Specialist
CompTIA
September 2023

ITIL 4 Foundations
ITIL
August 2022

IT Operations Specialist
CompTIA
June 2022

Experience

Mid-sized MSP
Systems Administrator
April 2023 - Present
Carrollton, GA

- Investigated SentinelOne and Perch SIEM alerts; performed root cause analysis, containment, and eradication. Provided detailed incident reports and recommended preventive actions.
- Performed in-depth analysis of Firewall events using FortiAnalyzer and followed structured incident response protocols.
- Remediated compromised user accounts and end-points.
- Maintained email security through FortiGuard Antispam, Proofpoint, and Microsoft 365 Defender, responding to threats targeting user inboxes and identities.
- Developed PowerShell scripts to automate Microsoft 365 CIS Level 1/2 compliance audits, reducing manual overhead and improving consistency.
- Created and maintained numerous scripts to ease system administration using Python, PowerShell, and ConnectWise Automate scripting.
- Created secure configuration management baselines for systems; performed routine audits to ensure compliance with secure baselines.
- Monitored and acted on ConnectWise Automate alerts including: delayed patching, blacklisted application installs, and anti-malware alerts.
- Administered Fortigate firewall policies, VPNs, and IPSEC tunnels.
- Administered user accounts, permissions, and access levels across various platforms and applications including: VMware Horizon, Microsoft 365 Administration, and Active Directory.
- Created new customer cloud environments through the creation of VMs within vSphere; ensured proper and secure configuration of VMware for cloud environments.
- Provided second and third level technical support for hardware, software, and network-related issues for end-users via phone, email, or in-person.
- Created and maintained documentation including: user guides, FAQs, and knowledge base articles to assist end-users, co-workers and to improve support processes.

Larger MSP
IT Operations Supervisor
April 2021-March 2023
Remote, USA

- Oversaw implementation of IT support for 4 projects within Maximus by consistently predicting the needs of both internal and external stakeholders.
- Encouraged continual achievement of SLA targets by providing iterative feedback to reporting staff and inspiring success.
- Led a team of IT coordinators and oversaw holistic success of supported projects by instilling a value-centric outlook on all actions the team as a whole undertook.
- Acted as a change management board member and approved or denied requested changes to processes and systems using risk analysis as a guide to judgement.
- Quickly established and led triages in response to system outages by effectively communicating with key stakeholders and organizing technical support response.
- Directly communicated with contractual clients to address business needs, service requests, and KPIs.
- Completed various special projects including trainings, SOP creation, and technical guide creation.
- Maintained confidentiality of client PII and protected information through detailed analysis of help desk team communications; swiftly responded to possible PII exposure.

IT Technician

Experience

Larger MSP

March 2021 - March 2022

Carrollton, GA

- Supported diverse range of client Operating Systems including: Windows XP, Windows Server 2xxx, Window 8.1/10, Linux Ubuntu, Linux Gentoo
- Prepared and upgraded client equipment with new parts according to business need
- Diagnosed and provided root cause analysis for availability issues, application, hardware, network, and O/S issues.
- Analyzed and evaluated client network metrics to facilitate feedback for improvement opportunities.
- Performed set-up on clients' SME networks, computer workstations, and local application servers.
- Installed and configured relevant client software such as Quick Books, MS Office Suite, and Webroot
- Configured network designs for a minimum 95% availability rating by evaluating client network metrics and KPIs.
- Configured and maintained client FTP/SFTP file servers.
- Created and maintained Active Directory records.
- Configured and maintained SSH servers; maintained proper cryptographic key management.
- Performed management of client networks; including configuration of static IP addressing (IPv4/v6), DHCP, and DNS settings.
- Standardized pre-existing methods of routine system maintenance methods resulting in a marked decrease in time consumed performing maintenance.
- Developed security guidelines and policies and educated end-users of security best practices resulting in the renewal of existing client contracts and the acquisition of three new clients.

Voting Company

January 2020 - January 2021

IT Field Technician

GA

- Managed and oversaw implementation of proprietary voting hardware and software in Brantley, Pierce, and Charlton County Georgia
- Acted as a liaison between Voting Systems and county clients by successfully breaking down specifics of the new voting systems and explaining them in understandable layman terms.
- Ensured ongoing availability of voting by implementing fault-tolerant processes to reduce the total down-time of the systems.
- Consistently received positive feedback from clients which ensured contract renewal of supported counties.
- Became a subject matter expert of supported equipment and consistently provided troubleshooting assistance to co-workers in the field.
- Instructed clients on security best practices acted as a trusted advisor in the clients' implementation of improved physical and network security controls.