Bowman Williams

## Skills

- Security documentation
- Data backup management
- Firewall configuration
- Endpoint management
- Network troubleshooting
- Risk assessment
- Network monitoring
- Incident response
- Vulnerability scanning
- Data backup
- Regulatory compliance
- User training
- Technical support
- Collaboration skills
- Problem solving
- Time management
- VPN configuration
- Server management
- Storage area networks
- Network automation
- Customer support
- Windows server
- Computer systems installation
- Wireless networking
- Disaster recovery procedures
- Network performance monitoring
- IP addressing
- Performance optimization
- Active Directory knowledge
- Switch configuration
- Router configuration
- Virtualization technologies
- Data backup maintenance
- IP addressing and subnetting
- System administration
- Hardware and software monitoring
- Proficient in SentinelOne, ThreatLocker, and Huntress
- Load balancing
- Disaster recovery
- Firewall management
- Network security management
- Troubleshooting and diagnosis
- Analytical thinking
- Customer service
- Communication skills

## Summary

Enthusiastic network administrator proudly offering several years' experience in system upgrades, hardware monitoring and performance improvements. An astute employee with knowledge in system repairs and the installation of network components. Skilled in task prioritization and troubleshooting.

## Experience

### Mid-size MSP - Risk Analyst

*01/2025 - Current*

- Monitored changes in regulatory environment and assessed its impact on risk profile.
- Advised senior management on appropriate actions based on results from analyses.
- Implemented procedures for monitoring and controlling operational risks.
- Controlled and risks through proper use of cost-containment tools.
- Conducted compliance audits for data backups, ensuring integrity, and adherence to regulations.
- Responsible for deploying and tuning anti-virus and EDR tools such as SentinelOne, Crowdstrike, Sophos, ThreatLocker, and Huntress to various clients.
- Assisted in conducting risk assessments for various projects within the organization.
- Monitored and reviewed risk assessment, methodologies, and results with internal and external clients. Provided recommendation for hardening network to help increase security posture score.
- Responsible for managing and securing over 9000 endpoints.
- Produced risk assessments to identify threats to system security and apply safeguard mitigation.
- Resolved approximately 300 tickets each month with an average resolution time of 30%.
- Performed regular penetration testing, ensuring 99.9% network uptime using Galactic Scan.
- Contributed to incident response efforts.
- Assisted in the configuration and maintenance of firewalls and EDR tools.
- Documented security procedures and findings.
- Monitoring network traffic for suspicious activity, looking for signs of potential security breaches or unauthorized access.
- Collaborated with various departments to ensure a strong security posture for internal and external clients.
- Conducted vulnerability scans using 11:11 Systems managed SIEM service to generate reports and implement patches to affected systems.
- Monitored dark web reports and alerted clients of potential data compromise using Kaseya Dark Web ID
- Implemented security measures such as firewalls, encryption technologies and access control lists to protect data from unauthorized access.
- Installed security software to protect networks.

- Experience with Connectwise Automate and Manage
- Hardware updating
- Cybersecurity measures
- Problem-solving
- Active listening
- Microsoft intune
- Azure virtual machines
- Microsoft Azure
- Microsoft dynamics 365
- Office 365 security
- Microsoft Security Compliance
- MS office
- Process improvement
- Team leadership
- Documentation management
- Training development
- Operational efficiency
- Schedule management
- Business development understanding
- Expense reports
- Quality assurance controls
- Interpersonal communication
- Incidents management
- Workforce training
- Operations management
- Staff retention
- Procedure development
- Workflow optimization
- Inventory management
- Performance management
- Customer relationship management

## Education And Training

*06/2007*
**BS**:
Business - Finance
**Towson University**
Towson, MD

## Certifications

- Security+, 2025, Comptia, COMP001021783220
- Network+, 2023, Comptia, COMP001021783220

- Provided technical support on security related issues and assisted users in resolving them.
- Coordinated with external vendors or agencies as necessary during investigations or responses to incidents.
- Responded quickly to any reported incidents by initiating containment procedures.
- Monitored systems for suspicious activity, investigated security events, and responded appropriately.

### Mid-size MSP - NOC Administrator I

*06/2021 -12/2024*

- Monitoring the performance and capacity of computer systems.
- Troubleshooting and resolving network connectivity issues for both wired and wireless devices.
- Performing regular checks on network hardware and software.
- Configure and manage network devices, including routers, switches, firewalls, and wireless access points.
- Network monitoring and initiative-taking maintenance. Implemented robust network monitoring systems to ensure early detection of issues and prompt resolution.
- Responding to network alerts and hardware malfunctions.
- Conducting network assessments and audits to ensure compliance with industry standards and regulations.
- Configuring and managing virtualized network environments, such as VMware, Azure, and Hyper-V.
- Implemented comprehensive security measures to safeguard client networks and protect against cyber threats.
- Maintained comprehensive documentation, including network diagrams, configurations, and client-specific procedures.
- Managing system backups and network security protocols.
- Prioritized critical incidents and followed through until resolution, meeting, or exceeding defined SLAs.
- Providing on-call support and responding to network emergencies outside of regular business hours.
- Antivirus scanning and remediation.
- Implementing Quality of Service policies to prioritize network traffic and ensure optimal performance for critical applications.
- Documenting network configuration, procedures, and troubleshooting steps.
- Participating in incident response and forensic investigation to identify root case of security breacher or network outages.
- Diagnosed network issues using tools such as packet sniffers and protocol analyzers.
- Provided training sessions for end-users on how to use various software applications or hardware devices.
- Monitored system performance to ensure availability of all services and systems to authorized users.
- Monitored system upgrades, patches and new configurations.
- Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations.

### Mid-size MSP - Support Technician

*10/2019 - 06/2021*

- Analyzing and investigating security incidents to determine their nature, scope, and impact.
- Providing technical assistance and support to end-users via phone, email, chat, or in-person.
- Responding to user requests and providing network training.
- Diagnosing and troubleshooting hardware, software, and network issues.
- Collaborating with other IT and security teams to ensure timely resolution of security issues.
- Logging and documenting support tickets, including the nature of the issue and the steps taken to resolve it.
- Conducting remote troubleshooting and support using remote desktop tools.
- Assisting with the setup and configuration of peripherals such as printers, scanners, and mobile devices.
- Collaborating with vendors and external services providers to resolve technical issues.
- Managing user accounts, permissions, and access controls within Active Directory.
- Tracked all open tickets in a ticketing system database with complete resolution details.
- Provided technical support to customers via phone, email and remote access applications.
- Tested new software releases prior to deployment by end-users.
- Configured user accounts, passwords, file permissions, and email accounts as needed for client use.
- Resolved network connectivity problems for customers utilizing various networking protocols.
- Resolved escalated customer complaints in a timely manner.
- Diagnosed system errors and troubleshot technical issues for clients.

**Passport/Visa Company - Director Of Operations**

*02/2017 -09/2019*

- Assigned work to employees based on project requirements and individual team member strengths Improve the business processes for each department through analysis and collaboration.
- Devised long-terms business planning at the managerial and executive level.
- Responsible for invoicing orders daily.
- Oversaw all billing questions.
- Collaborated with department management to develop financial plans.
- Checked for accuracy on all key areas: fees, shipping address, shipping type, need/travel dates, service codes, traveler prole, and payment.
- Analyzed the performance of support functions for the visa and passport department and made recommendations for improvement.
- Formulated and streamlined policies and procedures.
- Kept Operations/Regional manager informed of deficient performance.
- Identified general areas of weakness for future training.
- Assisted agents with mail-outs and closing of orders.
- Provided performance feedback on agents for reviews and training.
- Reviewed customer complaints, provided, and tracked resolutions.
- Managed complex customer service-related issues.

**National IT Service Provider - Helpdesk Coordinator**

*11/2015 - 01/2017*

- Dispatch and coordinate a balanced scheduling of Service Delivery techs.
- Dispatch engineers, monitor status and close calls with Customers online call handling system.
- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Provided local and remote Tier 1 IT support for hardware and software to company personnel.
- Configured new employee workstations, including all hardware, software, and peripheral devices.
- Configured systems such as Windows OS, Linux OS, Mac OS X according to company standards.
- Created user accounts, reset passwords, and managed access privileges.
- Resolved customer inquiries in a timely manner while providing excellent customer service.
- Assisted with the design of user manuals for various software applications.
- Supported customers with online billing, access, and account issues.
- Assisted customers by troubleshooting and resolving technical problems.

**Visa Company - Operations Manager**

*10/2009 -10/2015*

- Strengthened operational efficiencies by developing organizational ling systems for invoices, customer orders and contract records.
- Assessed upcoming projects to forecast projected resource requirements.
- Aided senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements.
- Quality control of all visa and passport documents before returning to clients.
- Responsible for invoicing files daily.
- Managed all billing questions for the Houston region.
- Checked for accuracy on all key areas: fees, shipping address, and shipping type, need/travel dates, service codes, traveler prole, and payment.
- Identified general areas of weakness for future training Provide performance feedback on agents for reviews and training.
- Reviewed customer complaints, provided, and tracked resolution.
- Oversaw complex customer service-related issues.
- Established work priorities to meet contractual obligations for schedule and installations.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and portability goals.

**Healthcare SaaS - Workforce Analyst**

*06/2007 - 10/2009*

- Determined appropriate schedules and made initiative-taking adjustments to meet coverage and service objectives Collaborated with senior and department leaders to develop and implement workforce plans.
- Implemented and sustained reporting capabilities related to the call center including development, maintenance, and enhancement of SQL scripts.
- Access databases and pass-through queries and leveraging Excel and other data analysis tools for dashboard reporting.
- Tracked operational metrics, developed, and monitored reports, identified opportunities, provided direct feedback to leadership.
- Coordinate distribution and delivery of routine reporting deliverable.

- Ensured accuracy of reports by monitoring, identifying enhancement opportunities, and communicating results to management.
- Supported the operations of the office and staff regarding such aspects as communications (phone, facsimile, written, e-mail, and otherwise), travel arrangements, document management, and other such support to aid in the facilitation and leveraging of executives and managers time by providing technical and administrative support.
- Designed survey instruments aimed at collecting feedback from employees about their experience within the company.
- Recommended modifications or additions to existing systems and software used by HR teams in order to maximize their effectiveness.
- Analyzed qualitative and quantitative data to identify opportunities for streamlining processes and improving efficiency within the workplace.
- Gathered data from various sources, including surveys, interviews, focus groups, and online databases, to evaluate employee engagement levels.
- Maintained accurate records of all workforce analytics activities for easy reference when needed.
- Developed models to predict changes in human capital demand due to external factors such as technological advancements or economic shifts.
- Presented results from analysis conducted during a variety of studies such as salary benchmarking exercises or career development initiatives.

## Volunteer Experience

Volunteer, 11/01/18, Houston Food Bank