Bowman Williams

Senior System Engineer- Security, Networking & Cloud

Systems Administrator | Security Analyst Security+ | CySA+ | CCNA | Azure Virtual Desktop Specialty

Professional Summary

Experienced IT professional with over 10 years of hands-on experience supporting healthcare clients, government clients, in administration, security systems analysis, identity and access management, and email technologies across multi-client settings**.** Skilled in Windows, Linux, virtualization, VDI, and SCCM, supporting and monitoring enterprise environments, implementing endpoint security solutions, conducting vulnerability management, and helping organizations maintain regulatory and DoD compliance frameworks. Recognized for effective collaboration, clear communication, and a proactive approach to resolving technical challenges and supporting high-quality, compliant IT operations.

Core Competencies

- Windows & Linux Administration (Advanced)
- Citrix App Layering & VDI Management
- SCCM Application Deployment
- Active Directory & Group Policy
- PowerShell & Bash Scripting (basic, ramping up proficiency)
- Endpoint Troubleshooting & Remote Support
- Technical Documentation & Process Improvement
- Security Patching & Compliance
- System Performance Monitoring
- Project Collaboration

Professional Experience

Senior Systems Engineer – (Managed Service Provider – MSP) | Regional MSP (DC-Area, Cloud & Security Focus) | January 2023 – Present

Virtual Desktop Infrastructure (VDI) & Application Layering

- **VDI Image Management:** Administered and maintained core Windows VDI Images for 500+ endpoints across 15+ client environments; specialized in Citrix Application Layering techniques for efficient, scalable application delivery.
- **Application Orchestration:** Developed and executed automation scripts (PowerShell) for quality-controlled installation of application layers, supporting the creation and maintenance of 50+ application layers per OS version.
- Managed the end-to-end lifecycle of VDI applications, including cataloging, vendor versioning, and supporting the self-service capability for application layer requests via customer front-end systems.

Endpoint & Configuration Management

- **Managed Endpoint and Mobile Device Management (MDM):** Configured and managed MDM solutions to secure and provision mobile devices across the enterprise, enforcing security policies and ensuring compliance across diverse operating systems.
- Engineered automated application delivery and patch management processes, utilizing ConnectWise Automate and SCCM/MECM techniques to ensure timely deployment of critical Windows security updates and maintain 99.8% endpoint compliance.

- Administered enterprise print services across multiple client environments, managing print servers and ensuring high availability and reliable access for all users.
- Proactively supported and resolved issues related to virtual desktop technologies, acting as a liaison between virtual and physical desktop technologies to optimize platform interoperability.

Security Operations & Defense (SecOps)

- Managed and maintained Next-Generation Antivirus (NGAV) platforms, including Sophos and ThreatLocker, to implement strict Zero Trust application control and enhance malware defense across all client systems.
- Authored and implemented Active Directory Group Policies (GPOs) and security policies to standardize endpoint configuration and enhance security posture within managed environments.
- Managed and monitored the integrity and compliance of enterprise backup solutions, ensuring data redundancy, disaster recovery readiness, and adherence to established RTO/RPO objectives.
- Monitored and mitigated risks associated with removable media, VPN gateways, and firewalls, successfully preventing over 15 potential security compromises in the past year.

Governance, Risk, & Compliance (GRC)

- **CMMC & Regulatory Compliance:** Maintained continuous security policy enforcement to meet regulatory requirements; responsible for identifying, retrieving, and organizing critical documented evidence (artifacts) required for successful CMMC Level 1 and 2 audits.
- Collaborated directly with audit teams and management to provide necessary compliance documentation and validated evidence of security control adherence.

System Administrator | IT Services & Consulting Firm February 2019 – January 2023

Multi-Client Security Operations & Infrastructure Management

- Delivered full-stack infrastructure management (network, desktop, peripherals) and security operations for numerous enterprise clients; implemented and monitored host-based security systems to ensure organizational security posture and maintain high availability of critical systems.

Support Analyst | National Broadcasting Company January 2016 – December 2019

- Managed core infrastructure services, including Active Directory, and administered access, group policies, and permissions across the IT estate to enforce security standards and audit protocols.
- Provided escalated Tier 2/3 technical resolution for operating systems, specialized broadcast applications, and network issues, minimizing production downtime.

Systems Support | Global Food & Flavor Manufacturer January 2014 – December 2015

- Managed user access in Active Directory, Microsoft 356, Exchange Online, and SharePoint.
- Provided hands-on support for the desktop hardware lifecycle, network connectivity, and operating system issues, ensuring operational efficiency for all business teams.