Bradley Williams

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Professional Summary

Offering 15+ years of successful experience spanning IT infrastructure, communication and network management, system operations, cyber security, and disaster recovery. Combines technical expertise with strong business acumen and operational understanding. Expertise in managing large-scale IT projects, networks, and infrastructures - from initial planning and development to implementation and enhancements. Team player eager to work on a fast-paced team, sharing knowledge and teaching the newest members of IT.

Skills and Certifications

Security Clearance: Top Secret
Platforms: Windows, Linux systems, Mac OS, Android, iOS, Amazon Web Services (AWS), Azure,
Security: CrowdStrike, OWASP top 10,
Languages: PowerShell, Python
Databases: SQL
Tools: Wireshark, Duo Security, PRTG, MDT, PDQ Deploy, FTP/SFTP

- CISSP
- AWS Solutions Architect
- CompTIA A+
- CompTIA Network+
- CompTIA Security +
- CompTIA Server+
- CompTIA Cloud+
- LPI Linux Essentials
- Microsoft Certified Professional (MCP)
- Microsoft Technology Associate (MTA) Server 2016

Professional Experience

System Administrator / Project Manager September 2021 – Present
Bishop Gadsden Retirement Community – Charleston, SC

- Took ownership to implement a new knowledgebase and provided training on subjects to help desk employees.
- Found that current backup solution was expensive and did not provide adequate system backups. Engineered new VM backup solution that saved the company $14,000 per year
- Hardened servers by implementing Multifactor authentication for Remote Desktop connections raising our security score from 30% to 60% average
- Project lead for several internal project from server hardening, securing Ricoh copier software
- Lead role in CrowdStrike deployment for all endpoint devices, utilizing the console to monitor for threats

Security Analyst I (Contract) November 2020 – September 2021
Blackbaud – Charleston, SC

- In the first three months Recognized by leadership for successfully reducing “over 90-day vulnerabilities” by 20%
- Managed Endpoint security with CrowdStrike and admin rights with
- Coordinated weekly projects to upgrade Line of business app components to remove vulnerabilities
- Attended strategy meetings to discuss most effective direction for vulnerability remediation
- Utilized NIST and other outlets to stay update on new and emerging vulnerabilities
- Lead vulnerability management efforts on endpoints, utilizing the MITRE framework to identify trends
- Direct hands-on experience with Nexpose Vulnerability scanner

System/Security Engineer July 2018 –November 2020
PRTC
Walterboro, SC

- POC for customers related to all IT issues, Windows/Server, Microsoft 365 support, training, System Backup, Microsoft Intune, system updates and upgrades, manage VLANs on customer network hardware
- Subject matter expert (SME) on Windows OS, troubleshooting, and incident response
- Worked directly with customers to increase their security posture through server hardening, Duo MFA, and industry best practices. Supported retail operations for public computer needs
- Lead project for customers to migrate their servers and services to PRTC hosted servers, Saving them over 50% in maintenance and hardware costs
- Assisted MSP customers with hardware upgrades related to switches, servers, storage devices

System Administrator (Contract) October 2017 – July 2018
Charleston County Schools – Charleston, SC

- Manage server rolls such as AD DS, DHCP and DNS for multiple campuses, utilizing PowerShell for automation
- Manage 80+ domain controllers and file servers, created scripts to remove old data, which decreased backup time by 30% and increased available storage that could be utilized by students and staff
- Lead project to recover unused storage space on file server with little impact to employee production. Recovered 2TB of usable storage resulting in 75% recovery rate.
- Recognized by management for having excellent customer service skills, going above and beyond to make customers happy

System/Security Administrator February 2017 – October 2017
Booz Allen Hamilton – Charleston, SC

- Tier 3 support member of Microsoft Dynamics CRM production systems. Responsible for technical direction and training of junior members on the 24/7 service desk, managed all aspects of Active directory and Group policy
- Owner of SSL certificate creation, management, and installation using OpenSSL
- Ensured Servers and AWS VMs were security by not exposing ports to internet, properly stored API Keys
- Collaborated with networking team to request and open new ports and verify port connectivity
- Managed Identity and access management (IAM) on AWS infrastructure.

IT Service Desk Level II October 2011 – February 2017
KapStone Paper and Packaging – Charleston, SC

- Efficiently resolve an average of 250 tickets per week, supporting 6,500 end users
- Lead efforts in projects to unify Windows images for all KapStone machines by deploying image
- Project Manager for Container Division computer Refresh, Mobile Device Management, Live Chat Support, VOIP migration, Global software deployment via SCCM, and Jr. Project Manager for the NAC rollout
- Utilized time management skills to reduce conflict, keep schedules on track, provide training, and onboarding
- In depth experience with Active Directory management, account creation, permissions, and delegation
- Highly motivated IT support specialist that worked with high profile leadership including CTO, CIO, IT managers and IT Directors on difficult or non-standard tasks

Education

Bachelor of Science in Business Administration: Project Management conc. Expected Graduation: December 2024
Associates of Science in Information Technologies December 2016
Southern New Hampshire University – Manchester, NH

Relevant Coursework:

- Hack the Box
- LetsDefend.io

Technical Skills

- Nexpose Vulnerability scanner
- Security Best Practices
- Excellent Written and communication skills
- VMware ESXi 6.7, Hyper-V
- FOG Project