Skills

Splunk

Crowdstrike

Proofpoint
Protect, TAP

Microsoft Security Portals

SSO
Okta, OIDC, SAML

Network Management

Linux Server Administration

Windows Server Administration

IT Ticketing System
ServiceNow

OS Troubleshooting
Windows, macOS, Linux, iOS, Android

Virtual Machine Management
Proxmox, VMware, Hyper-V

Container Management
Docker, LXC

Web Development
HTML, CSS

Adobe Creative Suite
Photoshop, Lightroom, Illustrator, InDesign

Microsoft Office
Word, Excel, PowerPoint, Access, Outlook

Certifications

CompTIA Network+
Aug 2024

CompTIA A+
Feb 2021

Projects

Blog
August 2022 - Present
🔗 wxcyber.com/blog

References

Janet Beheler
Accounting Office Team Lead

William Anderson

📍 Richmond, VA • 📞 +1 (804) 829-3287 • @ will@wxcyber.com • 🔗 wxcyber.com

Profiles

in wja731

Summary

I serve as a Data Security Associate at VCU Health, where I focus on safeguarding information systems to ensure their security. I work diligently to protect sensitive data and ensure compliance with security protocols. I am currently working towards a bachelors degree at Western Governors University for Cybersecurity.

Experience

VCU Health   **Feb 2023 - Present**
Data Security Associate   Richmond, VA
🔗 vcuhealth.org

• Respond to security incidents and perform mitigations required to protect critical resources.

• Complete tasks in vulnerability management, scanning, testing, and remediation program, reviewing computer systems configuration to ensure a secure computing environment.

• Assist in the implementation of risk-based business recommendations to mitigate security vulnerabilities.

• Understand security-related processes and procedures to improve the security posture of the organization continuously.

• Assist with the development of security related training and awareness programs.

• Monitoring and management of real-time security audit logs to discover potential threats to the enterprise.

• Implement appropriate response measures to emerging IT security threats.

• Effectively categorize support problems and respond with the appropriate level of urgency, steering support tasks to the appropriate team

• Provide assistance to users and the closure of support tickets.

Networking Technologies + Support   **Mar 2021 - Feb 2023**
Desktop Support Analyst / Managed Print Services Coordinator   Richmond, VA
🔗 thinknts.com

• Provide same day supply delivery to customers.

• Install enterprise MFP devices.

• Provide technical support for print devices.

• Surplus unused print devices and securely dispose of hard drives.

• Educate end-users on how to resolve hardware and software problems.

• Diagnose and resolve technical hardware and software issues.

• Track and route problems and requests and document resolutions.

• Stay current with system information, changes and updates.

• Setup new user hardware/ software.

• Maintain hardware and software inventory.

• Clone computers using imaging software and maintain clone images.

Wegmans Food Markets   **Jun 2018 - Mar 2021**
IT Champion, Help Desk, Accounting Technician   Charlottesville, VA
🔗 wegmans.com

• Troubleshoot technological systems to ensure smooth operations.

• Ensure customer satisfaction and build relationships with the customers.

• Reconcile daily sales (EFT/cash/check/lottery revenue) of ~$300k

• Prepare daily deposits for the bank, verify bank activity and change orders.

• Help solve financial inconsistencies with asset protection and store managers.

Education

Western Governors University   **Aug 2022 - Present**
Cybersecurity and Information Assurance   Bachelor of Science
🔗 Cybersecurity Program

Piedmont Virginia Community College   **Aug 2017 - May 2021**
Information Systems Technology - Cybersecurity   Associate of Applied Science
🔗 IST Cybersecurity Program