



# WILLIAM ANDERSON

## CYBERSECURITY

## William Anderson

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### 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

Data Security Associate

[vcuhealth.org](#)

Feb 2023 - Present

Richmond, VA

- 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

Desktop Support Analyst / Managed Print Services Coordinator

[thinknts.com](#)

Mar 2021 - Feb 2023

Richmond, VA

- 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

IT Champion, Help Desk, Accounting Technician

[wegmans.com](#)

Jun 2018 - Mar 2021

Charlottesville, VA

- 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

Cybersecurity and Information Assurance

[Cybersecurity Program](#)

Jun 2023 - Present

Bachelor of Science

#### Piedmont Virginia Community College

Information Systems Technology - Cybersecurity

[IST Cybersecurity Program](#)

Jun 2018 - Oct 2020

Associate of Applied Science

### Skills

#### Splunk

#### CrowdStrike

#### Proofpoint

Protect, TAP

#### Microsoft Security Portals

#### SSO

Okta, OIDC, SAML

#### Network Management

Firewall, VLANs, Hardware Install

#### 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 A+

Feb 2021

#### Google IT Support Fundamentals

Feb 2021

#### CompTIA IT Fundamentals

Aug 2020

### References

#### Janet Beheler

Accounting Office Team Lead