

Ian E. Tozier

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CAREER PROFILE

MBA Cybersecurity candidate who excels under challenging and high-stress environments and consistently meets project deadlines. Diverse professional experience in handling client technical calls and supporting customer relationships. Excellent ability to communicate technical ideas to non-technical users. Able to combine current academic knowledge and theoretical training to provide solutions-oriented service. Enthusiastically seeking a career focused on cybersecurity and risk management.

EDUCATION

BAYLOR UNIVERSITY— Waco, Texas **10/20 - 02/22**

Master of Business Administration

- Overall GPA: 3.85; Major GPA: 4.00
- Concentration: Cybersecurity, Information Security Risk Management

PACIFIC LUTHERAN UNIVERSITY —Tacoma, Washington **08/06 - 05/11**

Bachelor of Business Administration

- Globalization and Cosmopolitanism in South America
 - Accredited internship with Walt Disney World: Spring 2008
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EXPERIENCE

SHELTON ACE HARDWARE — Shelton, Washington

Operations Director, IT Specialist **08/20 - 00/00**

- Worked to improve company operations and manage information technology risk
- Identified concerns to access, confidentiality, and integrity within the Information System
- Implemented Cloud sharing, scheduled backups, and installed a client-server
- Reduced the Recovery Time Objective of the ERP system by 48 hours

BREED & COMPANY, LLC — Austin, Texas

Operations Manager, Project Manager **11/18 - 07/20**

- Worked to identify improvement projects across two stores
- Led renovations and introduced programs to increase employee engagement
- Utilized Key Performance Indicators for monitoring employee job satisfaction
- Developed a new standard to improve customer satisfaction and grow sales by 38%

TRULUCKS — Austin, Texas

Team Lead Supervisor **10/17 - 11/18**

- Used my role to ensure successful service over contracted business events
 - Strategized the logistics for audio, visual, and guests, including the servers and a kitchen staff
 - Built relationships with clients to earn trust and become their first choice for future events
 - Grew customer base 10% from word-of-mouth recommendations and networking
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ADDITIONAL

- Technical Skills: ISO/IEC Framework, NIST cybersecurity framework, SQL, Python, Microsoft Excel
- Soft Skills: Troubleshooting, Project Management, Managerial Accounting, ISRM