EDISON WARD

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# EXPERIENCE

### **Executive Support Analyst** | Bill & Melinda Gates Foundation | Seattle, WA Nov 2021 – Mar 2024

## Delivered 24/7 high-touch technical support tailored for executives, directors, and VIPs.

## Ensured adherence to security policies by leveraging endpoint management solutions, Microsoft Intune and Workspace ONE, effectively bringing numerous devices into compliance and safeguarding access to system resources.

## Managed the domain accounts of over 1,500 users, utilizing IAM solutions, Active Directory and Azure AD, assuring the right users have the appropriate access to technology resources.

### **IT Support Specialist** | Intellectual Ventures | Bellevue, WA Feb 2019 – Mar 2021

## Addressed a broad spectrum of technical challenges spanning multiple platforms and applications, catering to clientele across diverse time zones.

## Leveraged phishing analysis tools like URL2PNG, VirusTotal, and Whois, to proactively thwart phishing attacks, thereby mitigating risks associated with credential theft and malware infiltration.

## Enhanced system security and performance by meticulously executing monthly server patches through SCCM and OS updates.

### **Amazon Live Stream Event Associate** | Amazon | Seattle, WA Jan 2019 – Feb 2019

### **Network Operations Center Analyst** | Wave Broadband | Kirkland, WA Oct 2015 – Jun 2017

* Monitored and triaged the Wave network and its subsidiaries across multiple states, utilizing network monitoring solutions such as OpenNMS and SolarWinds to uphold service level agreements and operational efficiency.
* Troubleshot network issues through CLI and GUI across various router and switch models, including Cisco, Juniper, Arris, and ADVA, minimizing downtime and network congestion.
* Provided tiered escalation support for Technical Support Representatives and extended installation and troubleshooting assistance for Field Technicians, ensuring prompt resolution of technical issues and uninterrupted service delivery.

### **Aviation Electronics Technician** | US Navy | Kaneohe Bay, HI Jul 2004 – Sep 2013

# EDUCATION

### **B.S. in Cybersecurity and Information Assurance** | City University of Seattle | Seattle, WA Apr 2014 – Jun 2019

### **A.A.S. in Network Systems Administration** | ITT Technical Institute | Seattle, WA Mar 2015 – Sep 2016

# SKILLS

## Technical Skills: SIEM, IDS/IPS, EDR, Log Analysis, Vulnerability Management, Phishing Analysis

## Cybersecurity Tools: Splunk, Snort, LimaCharlie, Qualys, Wireshark

## Operating Systems: Windows, Linux, MacOS, iOS, Android

# OTHER

## Certifications: CompTIA Security+, Blue Team Level 1, Splunk Core Certified User

## Projects: Sliver C2 Framework Emulating Threat Actor Behavior and Detection/Response Using LimaCharlie EDR