Mark Udo Williams

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PROFILE

Highly skilled Cyber Security Analyst with a proven track record in implementing robust security measures to protect organizational assets. Demonstrated expertise in cloud security, vulnerability management, and incident response, leveraging Azure technologies and compliance frameworks. Adept at conducting thorough security assessments, developing strategic solutions, and educating stakeholders on cybersecurity best practices. Known for achieving significant reductions in security incidents and enhancing operational efficiency through innovative solutions and proactive security measures.

WORK EXPERIENCE

Cyber Security Analyst
Kevin Mitch Group, Houston, Tx   **October 2023- Present**

- In test Environment Implemented secure cloud configurations using Azure Private Link, Network Security Groups, Microsoft Defender for Cloud, and Azure Regulatory Compliance for NIST 800-53, resulting in a 90% reduction in security incidents over the same time interval
- In test environment Conducted vulnerability scans uncovering weaknesses in network infrastructure
- In test environment developed KQL queries to bolster the Log Analytics workspace and Microsoft Sentinel, leading to the creation of multiple new SIEM dashboards and workbooks.
- Developed and implemented strategic plans to respond to and mitigate security incidents
- Educated and trained Clients on cybersecurity awareness and best practices.

Technical Support/Cyber Security Analyst
3 AA Group, Houston, Tx   **March 2019-October 2023**

- Provided Customer service and technical support Diagnosed and resolved technical issues with software and hardware successfully
- Conducted regular system updates patches and maintenance achieving 95% system uptime
- In non-production environment, conducted testing on the Azure firewall configuration and intrusion detection/prevention systems to validate security and resilience measures
- Diagnosed and resolved technical issues related to vehicle diagnostic tools, software, and hardware with a 90% resolution success
- Trained employees in using automotive technology, achieving a 95% customer satisfaction rate
- Created scan policies in Qualys aligned with CLIENT's specific hardening standards.
- Tailored Qualys controls to meet organizational needs across various technologies.
- Enhanced efficiency by collaborating with stakeholders to streamline Qualys operations.
- Implemented automated data workflows and developed detailed metrics for monitoring compliance and exceptions.

Emergency Medical Technician
Instamed Ems, Houston, Tx   **August 2008-March 2019**

- Provided exemplary patient care and responded promptly to a range of medical emergencies
  including bone fractures, heart attacks, strokes, and falls
- Ensured the safe transport of Covid-19 patients to emergency rooms and dialysis appointments during the Covid-19 pandemic
- Managed efficient patient documentation, comprising of responsibilities with meticulous attention to HIPAA standards, maintaining a success rate exceeding 100% in safeguarding patient confidentiality

AT&T Technical Support Specialist
Chasesource, Lp. Houston, Tx   **August 2006-September 2007**

- Successfully guided approximately 60% of AT&T members through the installation of DSL or HSI
- Ensured correct computer configuration for broadband connections with a success rate of 95%
- Effectively troubleshooted and resolved internet connectivity issues with a success rate of 85%
- Managed AT&T Telecommunications accounts with 100% accuracy in processing orders for new telephone lines, service changes/cancellations, and toll-free number transfers
- Maintained proactive communication with clients, achieving a satisfaction rate of 90% through consistent updates and support

Capital One Collections Specialist
NCO Financial Systems, Houston, Tx   **May 2004-July 2006**

- Managed delinquent Capital One accounts, specializing in collections and resolution
- Handled incoming calls to negotiate payments and bring delinquent accounts current, achieving a payment arrangement success rate of 80%
- Liaised with Capital One to process payments and update account statuses, maintaining a resolution rate of 75% for accounts brought current
- Documented all interactions and payment arrangements accurately, achieving a documentation accuracy rate of 95%
- Collaborated with internal teams to streamline collection processes and improve overall account management efficiency
- Stayed updated with industry regulations and best practices to ensure compliance and efficiency in debt collection operations
- Maintained a professional and empathetic approach in all customer interactions, ensuring a high level of customer service and satisfaction

PROJECTS
Implementing a SOC and Honeynet in Azure
Github.com/UdoWilliams/AzureHoneynetSoc
Platforms and Technology Used: Azure Virtual Machines, Microsoft Sentinel (SIEM), Log Analytics

EDUCATION

Cybersecurity Graduate
Bristol Community College • Fall River, MA • Summer Internship 2024
Computer Science
Texas Southern University • Houston, TX • Spring 2003

CERTIFICATIONS

CompTIA Security (+) Plus
ISC2 Certified in Cybersecurity Certificate
Microsoft Security, Compliance and Identity Fundamentals Azure sc900
Qualys Vulnerability Management Detection and Response certificate

SKILLS

- Cloud Security
- Compliance
- Vulnerability Management
- SIEM
- Incident Response
- Security Awareness