Udo Udo Williams

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EXPERIENCE

Cyber Security Analyst

Bristol Community College   **Spring 2024 Fall River, Ma**

· Researched Foundations of cryptology models, authentication, and infrastructure security
· Conducted vulnerability assessments and penetration testing, identifying and addressing security weaknesses with a success rate of 95%
· Investigated security incidents, achieving a 90% success rate in determining root causes and enabling targeted mitigation strategies.
· Provided recommendations for improving security posture and mitigating risks for Suncoast Rehab
· Planned Firewall installations to set up on the company network
· Implemented basics of hardware fundamentals, such as routing and Ethernet links
· Monitored security systems and tools for unusual activity or breaches
· Created Business Continuity Plan framework for healthcare client Suncoast Rehab
· Investigated security incidents, achieving a 90% success rate in determining root causes and enabling targeted mitigation strategies

Cyber Security Support Analyst /GRC

Kevin Mitch Group   **October 2023 – Present, Houston, Tx**

· 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   **March 2019 – October 2023, Houston, Tx**

· 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   **August 2008 – March 2019, Houston, Tx**

· Provided exemplary patient care and responded promptly to a range of medical emergencies, including bone fractures, heart attacks, strokes, and falls
· Responsible for safely transporting patients to hospitals, clinics, dialysis centers, or their homes
· Ensured the safe transport of Covid-19 patients to emergency rooms and dialysis appointments during the Covid-19 pandemic
· Approximately 70% of duties involved immediate medical intervention and ensuring patient comfort during critical situations, 30% of duties focused on efficient patient transportation
· Managed efficient patient documentation, comprising of responsibilities with meticulous attention to HIPAA standards, maintaining a success rate exceeding 100% in safeguarding patient confidentiality

Technical Support Specialist

Chasesource, Lp.   **August 2006 – September 2007, Houston, Tx**

· 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

Collection Specialist /Retention

NCO Financial Systems   **May 2004 - July 2006, Houston, Tx**

· Trained employees in using automotive technology, achieving a 95% customer satisfaction rate
· 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%
· Strategized to facilitate account settlements, ensuring an average of 70% of delinquent accounts were resolved with successful payment plans
· 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%
· Utilized effective negotiation skills to achieve optimal payment arrangements, resulting in a customer satisfaction rate of 85%
· 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

Certificate Program in Cybersecurity

Bristol Community College · Fall River, MA · Summer 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

Proficient in Microsoft Word, Excel

Critical Thinking and Communication

Project Management and Customer Service

Incident Response