

SECURITY ENGINEER (IT OPERATIONS SECURITY ANALYST)

Summary

Security operations professional who turns signal into action: SIEM/XDR alert handling (Sentinel/Defender—exposure), incident response playbooks, vulnerability remediation coordination (Nessus/CVSS—lab), and audit-ready evidence aligned to ISO 27001 / SOC 2 / NIST CSF. Comfortable across hybrid environments (Windows/macOS, Azure/AWS fundamentals), Entra ID concepts (SSO/MFA/least privilege), and scripting basics (PowerShell/Python) to automate checks and reports. Collaborative communicator who partners with IT/DevOps/Cloud to harden posture, reduce MTTR, and document changes for traceability—aligned with Zero Trust principles.

Core Skills

SIEM/XDR triage (Microsoft Sentinel, Defender exposure) • Incident response & RCA (playbooks, timelines, evidence) • SOAR workflow concepts • Vulnerability mgmt (Nessus lab; CVSS) • Threat intel awareness & anomaly detection • IAM policy hygiene (Entra ID SSO/MFA; least privilege) • Network segmentation & encryption standards (awareness) • Cloud security baselines (Azure/AWS fundamentals) • DevSecOps mindset (controls into CI/CD—concepts) • Compliance evidence for ISO 27001 / SOC 2 / NIST CSF • Security documentation & audit readiness • PowerShell/Python for report parsing & ticket prefill

Professional Experience

Citadel Drilling — Field Operations Lead (Motorhand)

- Monitored operational dashboards and triaged anomalies; logged evidence in Excel, escalated per runbook, and communicated status to reduce restore times.
- Coordinated incident response during unplanned outages: scoped impact, executed containment steps, captured timelines/root causes, and updated playbook notes.
- Enforced change control for maintenance windows—verified scope/approvals, sequenced high-risk tasks, and documented results for audit traceability.

- Maintained evidence-quality logs and shift handoffs in SharePoint/OneDrive, strengthening audit readiness and cross-team continuity.
- Tracked repeat faults and completion metrics; proposed preventive actions that stabilized operations and reduced recurrence.
- Led briefings reinforcing escalation paths, documentation standards, and safe practices—raising operational discipline across crews.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Worked tickets end-to-end (diagnose → remediate → validate) with before/after measurements/photos; closed cases with complete notes supporting audits.
- Practiced baseline hygiene after changes (setpoints/verification), recorded exceptions with rationale, and flagged risks for follow-up actions.
- Used mobile intake → CRM to handle PII, scheduling, and payments; ensured data accuracy and policy compliance.
- Communicated findings and next steps to non-technical users; improved first-time-fix and customer satisfaction.
- Coordinated parts and scheduling to meet SLA-style timelines; documented substitutions/compatibility checks to reduce repeat visits.
- Collaborated in Teams/Excel on schedules, risks, and dependencies to maintain predictable delivery.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Ran regional day-to-day operations (~2 installs/day, peaks of 4) with QA/QC artifacts and closeouts stored in Microsoft 365/Azure for versioned retrieval.
- Built checklists and documentation templates that improved evidence quality and reduced rework; mentored teammates on clear, complete notes.
- Structured on-call handling and escalation; captured actions/outcomes to inform preventive changes and lower repeat incidents.
- Protected sensitive files with access hygiene and organized folders, enabling quick retrieval during reviews.

- Tracked throughput/rework KPIs in Excel; implemented corrective actions that improved schedule adherence and customer satisfaction.
 - Coordinated suppliers/resources to meet timelines; flagged risks early and executed mitigations to keep commitments.
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Security Projects & Applied Study

- Vulnerability & Threat Mgmt (lab): Ran Nessus scans; prioritized with CVSS; wrote remediation steps; validated after-state; created concise exception/risk-acceptance notes.
- SIEM/XDR & SOAR (exposure): Practiced Microsoft Sentinel/Defender workflows—alert validation, enrichment, severity mapping, escalation, and evidence capture; drafted update steps for incident playbooks.
- Cloud Baselines (study-level): Reviewed Azure/AWS hardening categories (identity, network segmentation, encryption, logging), mapped checks to dashboard/ticket fields.
- IAM & Zero Trust (study-level): Entra ID SSO/MFA concepts, periodic access reviews, least-privilege posture; documented changes for audit traceability.
- Automation (intro): Simple PowerShell/Python to parse scanner exports to CSV, generate findings summaries, and prefill Jira/ticket templates.

Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Microsoft Sentinel/Defender (exposure) • Nessus (lab) • PowerShell/Python (intro) • Windows/macOS • Azure/AWS fundamentals • Ticketing/Jira (workflow concepts)

ATS Keyword Line

Security Monitoring; Incident Response; SIEM/XDR (Microsoft Sentinel/Defender); SOAR; Vulnerability Management (Nessus/CVSS); Threat Intelligence (awareness); Root Cause Analysis; Playbooks; Zero Trust; IAM (Entra ID SSO/MFA); Network Segmentation; Encryption

Standards; Azure/AWS baselines; ISO 27001 / SOC 2 / NIST CSF; Security Copilot (awareness); PowerShell/Python; DevSecOps (concepts); Cross-team collaboration.

MAINTENANCE TECHNICIAN

Summary

Hands-on maintenance pro with industrial field experience across mechanical, electrical, pneumatic, and hydraulic systems. Strong at emergency/unscheduled repairs, preventive maintenance, troubleshooting to root cause, and restoring equipment to spec with clean documentation and safe work practices (PPE, permits, lock/verify). Confident reading manuals/work orders/schematics, using meters and hand/power tools, and keeping orderly, inspection-ready work areas.

Core Skills

Preventive maintenance (PM) • Emergency repairs during production • Mechanical/electrical/pneumatic/hydraulic troubleshooting • Read/interpret manuals, drawings & work orders • Parts replacement, testing & adjustments • Pumps/motors/gearboxes & drive components • Basic alignment & vibration/noise recognition • Plumbing (PVC glue, copper sweat, leak/pressure checks) • Conduit & basic motor circuit hookups (safe meter use) • Material handling & rigging basics • Housekeeping & safety/PPE compliance • Microsoft Word/Excel/Teams • Work logs & shift handoffs

Professional Experience

Citadel Drilling — Maintenance Lead (Motorhand)

- Performed unscheduled repairs on critical equipment during live operations; stabilized faults, swapped components/hoses/belts, verified operation, and documented return-to-service.
- Executed scheduled PMs (lubrication, inspections, fastener torque checks, filter changes); trended readings in Excel to catch wear and prevent downtime.
- Diagnosed mechanical/electrical/hydraulic issues using symptoms, gauges/meters, and stepwise isolation; escalated efficiently when scope required additional trades.

- Read and applied equipment manuals & work orders to perform adjustments, calibrations, and function checks; recorded before/after results.
- Supported motor/pump service (coupling checks, alignment awareness, seal/packing replacements) and verified flows/pressures/temperatures post-repair.
- Maintained clean, organized bays; enforced PPE/safety practices and clear shift handoffs in SharePoint/OneDrive to ensure continuity.

DuPure — Water Treatment Installer/Service Technician

- Installed, serviced, and repaired pumping/valving assemblies, control heads, and distribution lines; validated flow/pressure and checked for leaks before handoff.
- Performed plumbing maintenance: cut/thread pipe, glued PVC, sweat-soldered copper, replaced fittings, and pressure-tested for acceptance.
- Used a digital multimeter and hand tools for low-voltage/equipment checks; reset controls, replaced boards/sensors as directed by manuals.
- Interpreted site layouts and work orders to plan routing, penetrations, mounting, and tie-ins; completed neat, code-conscious installs.
- Completed preventive service cycles (filter/media replacements, setpoint verification), recorded measurements/photos, and closed tickets in mobile app → reports.
- Practiced jobsite housekeeping and safe work (isolate/verify, chemical handling), with clear customer sign-off and documentation.

Houston Water Solutions — Head Installer / Project Lead

- Led day-to-day installation & maintenance (~2 installs/day, peaks 4): scheduled work, coordinated materials, executed installs/repairs, and performed QA/QC to spec.
- Built checklists for PM/service that reduced repeat calls; standardized before/after testing and documentation for reliable closeouts.
- Performed minor carpentry (mounting backers, framing touch-ups) and anchor/drilling tasks for equipment and control panels.
- Managed small-fabrication fixes (cut/fit tubing, brackets, fasteners) and ensured proper strain relief and support on assemblies.

- Read vendor manuals/schematics to configure equipment, set parameters, and verify performance; captured results in Excel/Teams.
 - Kept vehicles/stock organized, rotated spares, and maintained orderly, inspection-ready work areas.
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Tools & Platforms

Hand/power tools (drivers, impact, hammer drill, taps/dies, saws) • Digital multimeter • Pipe cutter/threader • PVC solvent cement & copper sweat tools/torch • Basic conduit bending/pulling & motor hook-ups (per policy) • Lifts/hoists/material handling basics • Microsoft Word/Excel/Teams, SharePoint/OneDrive (logs, work orders, photos)

ATS Keyword Line

Maintenance technician; preventive maintenance; emergency repair; mechanical; electrical; pneumatic; hydraulic; troubleshooting; pumps; motors; gear systems; drive trains; controllers; read schematics/blueprints; work orders; diagnose/replace/test/adjust; PVC glue; copper sweat solder; cut/thread pipe; conduit; motor hookups; meters; carpentry; painting/touch-up; housekeeping; safety/PPE; Excel logs; Teams/SharePoint.

GRC ANALYST

Summary

Governance, Risk & Compliance practitioner focused on RMF implementation, NIST 800-53 control management, and audit-ready documentation. CompTIA Security+ with lab practice drafting SSPs, POA&Ms, SCTMs, and building Body of Evidence (BoE) artifacts and continuous monitoring cadences. Translates requirements into actionable controls, partners with technical teams, and tracks findings to closure using Excel/SharePoint with clean traceability. Familiar with eMASS/Xacta structures and CMMC readiness activities.

Core Skills

RMF (Categorization → Control Selection → Implementation → Assessment → A&A → Continuous Monitoring) • NIST 800-53 control implementation/assessment • SSP / POA&M / SCTM / BoE authoring (lab) • Evidence collection & indexing (SharePoint/Excel) • Common-controls & inheritance mapping • Finding tracking & remediation coordination • Risk

register & exception/risk acceptance notes • CMMC readiness support • Compliance audit support • Change control & configuration baselines • Stakeholder comms with SMEs/leadership • eMASS/Xacta familiarity (package structure) • KPI dashboards & schedule/milestone plans

Professional Experience

Citadel Drilling — Field Operations Lead (Motorhand)

- Integrated procedural controls (checklists/JSAs) into daily operations and kept evidence-quality logs and handoffs in SharePoint/OneDrive to support auditability.
- Enforced change control for planned work: verified scope/impacts, captured approvals, sequenced tasks to reduce risk, and documented outcomes for post-review.
- Coordinated incident response during unplanned outages; followed runbook-style steps, communicated status, and preserved timelines/notes for lessons learned.
- Performed continuous monitoring of key indicators; trended anomalies in Excel and opened follow-ups that reduced repeat issues and protected schedules.
- Led briefings reinforcing escalation paths, documentation standards, and safety/compliance practices to raise control adherence across rotating crews.
- Maintained a lightweight milestone schedule (Teams/Excel) for objectives and maintenance windows, assigning owners and due dates to ensure closure.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Executed diagnostics and root-cause analysis; closed tickets with measurements, photos, and notes to create an auditable BoE for each job.
- Used mobile intake → CRM for PII, payments, and scheduling; ensured records met policy and retrieval standards for reviews.
- Logged exceptions to SOPs with rationale and customer acknowledgment; reinforced traceability and compliance posture.
- Coordinated with office teams to meet SLA targets; maintained ticket hygiene and ensured closure artifacts matched work performed.

- Managed inventory readiness and substitutions; tracked part life cycles to minimize service risk and rework.
- Educated customers on safe operation and maintenance; de-escalated issues by explaining risks, options, and next steps.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Launched and led regional operations with lifecycle ownership (survey → scope/quote → schedule → implementation → QA/QC → follow-up); stored artifacts in Microsoft 365/Azure with versioning.
 - Built checklists and brief training guides that improved first-time-pass rates; standardized evidence capture to align with spec requirements.
 - Protected sensitive financing documents with access hygiene and structured folder policies, preserving confidentiality and audit trails.
 - Managed on-call incidents with clear escalation; documented actions/outcomes to inform preventive changes and reduce recurrence.
 - Tracked KPIs (throughput, rework, repeat issues) in Excel and drove corrective/preventive actions to improve delivery predictability.
 - Coordinated suppliers/resources to maintain schedule adherence; provided transparent status updates to stakeholders.
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Security/GRC Projects (Applied Lab)

- RMF Mock A&A Package: Performed system categorization (FIPS 199 / NIST 800-60), selected NIST 800-53 controls (incl. common controls), drafted SSP sections, created SCTM in Excel, built POA&M entries with milestones/owners, and defined a continuous monitoring cadence and evidence plan; assembled a BoE index in SharePoint.
- Finding Management Workflow: Converted Nessus lab findings into POA&M items with risk ratings and remediation milestones; practiced exception/risk-acceptance notes with closure evidence.
- eMASS/Xacta Familiarization (study-level): Reviewed package structures, artifact expectations, task sequencing, and role interactions (AO/SCA/ISSM) to align

documentation and evidence prep.

- CMMC Alignment (study-level): Mapped selected technical/operational practices to CMMC domains/capabilities and drafted a lightweight readiness checklist.

Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft Excel, Word, Outlook, SharePoint/OneDrive, Teams • Nessus (lab) • GitHub (lab docs)
• eMASS/Xacta (familiarity) • KPI dashboards & trackers (Excel/Teams)

ATS Keyword Line

RMF; A&A; NIST 800-53; SSP; POA&M; SSTM; Body of Evidence (BoE); continuous monitoring; eMASS (familiarity); Xacta (familiarity); CMMC readiness; control implementation & assessment; security control assessments; evidence collection; findings tracking & remediation; risk register; exception/risk acceptance; authorizing officials & assessors (coordination); documentation quality; Excel/SharePoint indexing.

CYBER SECURITY ANALYST

Summary

Security operations analyst who enforces risk management policies and turns alerts into action. CompTIA Security+ with hands-on vulnerability management (Nessus/CVSS – lab), study-level SIEM workflows, and strong documentation that supports audit readiness. Comfortable across Windows/Linux (virtualized) and Office 365, aligning IAM/least-privilege practices with business objectives. Known for clear incident communication, ticket/SLA discipline, and generating standard reports that drive decisions.

Core Skills

SIEM alert triage (exposure: Splunk/Sentinel) • IDS/IPS/HIDS awareness • DLP & content filtering policy awareness • Endpoint protection hygiene (Defender exposure) • Vulnerability scanning & remediation coordination (Nessus lab; CVSS) • IAM (Entra ID SSO/MFA concepts) • Log review & anomaly detection • Incident response participation & escalation • Evidence packs

& audit documentation (SOC 2/ISO/NIST awareness) • 24x7 readiness & runbook use • Windows/Linux (virtualized) • Microsoft 365/Office 365, SharePoint/Teams • MS SQL Server environment awareness • Python/PowerShell (report automation basics)

Professional Experience

Citadel Drilling — Field Operations Lead (Motorhand)

- Monitored operational telemetry and triaged anomalies; logged evidence in Excel, escalated per runbook, and communicated status to reduce time to restore.
- Participated in incident response during unplanned events; captured timelines, indicators, and corrective actions to prevent recurrence and improve reporting quality.
- Enforced change control for maintenance windows—verified scope/impacts, recorded approvals, sequenced risky steps, and documented results for traceability.
- Maintained evidence-quality logs, shift handoffs, and photos in SharePoint/OneDrive, supporting audit readiness and cross-team continuity.
- Produced standard reports (trend charts, variance notes) to surface repeat issues and inform preventive actions with supervisors.
- Led start-of-shift briefs that reinforced policy/SOP adherence, escalation paths, and safe work practices—raising operational discipline across crews.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Worked tickets end-to-end (diagnose → remediate → validate); attached readings/photos and closed with clear notes that supported audits and follow-ups.
- Practiced baseline hygiene after changes (setpoints/verification) and documented exceptions with rationale; reduced repeat visits through better evidence capture.
- Used mobile intake → CRM to handle PII, scheduling, and payments; maintained data accuracy and policy compliance.
- Communicated findings and next steps to non-technical users; aligned expectations during disruptive events and improved first-time-fix rates.

- Coordinated parts and scheduling to meet SLA-style timelines; recorded substitutions/compatibility checks in work orders.
- Collaborated via Teams/Excel on daily schedules, risks, and dependencies to keep delivery predictable.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Ran regional operations (~2 installs/day, peaks of 4) with QA/QC artifacts and closeouts stored in Microsoft 365/Azure for versioned retrieval.
- Built checklists and documentation templates that improved evidence quality and reduced rework; mentored teammates on clear, complete notes.
- Structured on-call handling and escalation; captured actions/outcomes to inform preventive changes and lower repeat incidents.
- Protected sensitive files with access hygiene and organized folders, enabling quick retrieval during reviews.
- Tracked throughput/rework KPIs in Excel; implemented corrective actions that improved schedule adherence and customer satisfaction.
- Coordinated suppliers/resources to meet timelines; flagged risks early and executed mitigations to keep commitments.

Security Projects & Applied Study

- Vulnerability Management (lab): Ran Nessus scans; prioritized with CVSS; wrote remediation steps and validated after-state; drafted concise exception/risk-acceptance notes.
- SIEM/IR Workflows (study-level): Practiced Splunk/Sentinel style workflows—alert validation, enrichment, severity mapping, escalation, evidence capture, and standard report templates.
- IAM & Endpoint (study-level): Entra ID concepts for SSO/MFA, periodic access reviews; endpoint Defender hygiene and containment basics.

- DLP & Content Filtering (awareness): Policy concepts and playbook entries for data handling, monitoring, and escalation.
- Automation (intro): Simple Python/PowerShell scripts to parse Nessus exports, generate CSV/summary tables, and prefill remediation tickets.

Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Windows/Linux (virtualized) • Nessus (lab) • Python/PowerShell (intro) • Ticketing/CRM (intake, SLAs, closure) • Splunk/Microsoft Sentinel (exposure) • Defender (endpoint hygiene exposure) • MS SQL Server environment awareness

ATS Keyword Line

Cyber Security Analyst; risk management policies; SIEM; IDS/IPS/HIDS; DLP; malware analysis/protection; content filtering; IAM; vulnerability scanners; incident monitoring/response; logs; standard reports; Windows/Linux (virtualized); Office 365; MS SQL Server; documentation; audit readiness; 24x7 monitoring; Python/PowerShell; cross-functional collaboration.

SECURITY ANALYST II (CYBER SECURITY ANALYST)

Summary

Security analyst focused on vulnerability triage/remediation coordination, secure configuration baselines (on-prem & cloud), and audit-ready evidence for SOC 2 / ISO 27001 / NIST. CompTIA Security+ with hands-on Nessus CVSS workflows (lab), study-level SIEM/XDR and cloud misconfiguration monitoring, and practical scripting exposure (Python/PowerShell) to automate notes, reports, and checks. Clear communicator who partners with DevOps/IT/Compliance, reduces MTTR, and turns findings into durable controls.

Core Skills

Vulnerability mgmt (triage → remediation validation) • CVSS scoring • Baseline hardening & config hygiene (Windows/macOS; cloud fundamentals) • IAM reviews & least-privilege mindset • SIEM alert triage (exposure: Splunk/Sentinel) • Endpoint protection hygiene (Defender exposure) • Incident triage, RCA & documentation • Evidence gathering for SOC 2 / ISO 27001 / NIST 800-53 (awareness) • Ticketing/Jira workflows • Python / PowerShell (report parsing, checklists) • Cloud fundamentals (AWS/Azure/Oracle Cloud awareness) • Cross-functional collaboration (IT, DevOps, Compliance)

Professional Experience

Citadel Drilling — Motorhand (Field Operations Lead)

- Monitored operational telemetry and triaged anomalies; logged evidence in Excel and escalated per runbook to reduce mean time to restore.
- Drove incident response during unplanned outages: scoped impact, executed containment steps, and captured timelines/root causes to prevent recurrence.
- Enforced change control for maintenance windows—verified scope/approvals, sequenced risky steps, and documented results for audit trail.
- Maintained evidence-quality logs and shift handoffs in SharePoint/OneDrive, improving traceability and retrieval for reviews.
- Tracked trend lines (repeat faults, completion rates) and proposed corrective actions, reducing rework and stabilizing operations.
- Coached teammates on documentation standards, escalation paths, and safe practices to raise overall operational discipline.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Worked tickets end-to-end (diagnose → remediate → validate) with before/after measurements and photos; closed cases with complete notes supporting audits.
- Practiced baseline hygiene after changes (setpoints/verification), recorded exceptions with rationale, and flagged risks for follow-up actions.
- Used mobile intake → CRM to handle PII, scheduling, and payments; ensured data accuracy and policy compliance.

- Coordinated parts and scheduling to meet SLA-style timelines; reduced repeat visits via better triage and documentation.
- Communicated status/options to users in clear, non-technical language; improved first-time-fix and customer satisfaction.
- Collaborated in Teams/Excel on daily schedules, risks, and dependencies to maintain predictable delivery.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Led regional day-to-day operations (~2 installs/day, peaks 4) with QA/QC artifacts stored in Microsoft 365/Azure for versioned retrieval.
 - Built checklists/closeout templates that increased evidence quality and reduced rework; mentored new hires on documentation and safety.
 - Structured on-call handling and escalation; captured actions/outcomes to inform preventive changes and reduce MTTR.
 - Protected sensitive files with access hygiene and organized folders to support quick audits and customer requests.
 - Tracked throughput/rework KPIs in Excel and implemented corrective actions to improve schedule adherence.
 - Coordinated suppliers/resources to keep timelines and dependencies aligned; flagged risks early with mitigations.
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Security Projects & Applied Study

- Vulnerability Management (lab): Ran Nessus scans; prioritized findings with CVSS; documented remediation steps and validated the after-state; wrote concise exception/risk-acceptance notes.
- Cloud Baselines & Monitoring (study-level): Reviewed AWS/Azure/Oracle Cloud security baselines and misconfiguration categories; mapped checks to dashboards/ticket flows.

- IAM Reviews (study-level): Practiced least-privilege reviews and periodic access attestations; drafted notes for privilege audits.
- Automation (intro): Wrote simple Python/PowerShell to parse Nessus exports into CSV, generate summary tables, and prefill remediation tickets.
- SIEM & Dashboards (exposure): Walked Splunk/Microsoft Sentinel workflows—alert validation, enrichment steps, and forwarding to ticketing/Jira with evidence fields.

Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Windows/macOS • Nessus (lab) • Python / PowerShell (intro scripting) • Ticketing/Jira (workflow concepts) • Splunk / Microsoft Sentinel (exposure) • Defender (endpoint hygiene exposure) • AWS / Azure / Oracle Cloud (fundamentals/controls awareness)

ATS Keyword Line

Security Analyst II; vulnerability scans (Tenable/Qualys/Rapid7 familiarity), AWS Inspector (awareness); CVSS; remediation; secure configuration baselines; AWS, Azure, Oracle Cloud; cloud misconfigurations; IAM reviews & privilege audits; Python, PowerShell, Bash (awareness); dashboards/Jira/SIEM; SOC 2, ISO 27001, NIST 800-53; incident triage/response, root cause analysis; endpoint protection, log monitoring, threat intelligence; Splunk, Microsoft Sentinel (exposure); Terraform/CloudFormation (awareness); cross-functional collaboration; travel up to 15%.

CYBER SECURITY ANALYST

Summary

Information security analyst with a disciplined operations background and CompTIA Security+. Focused on monitoring for intrusions, evaluating the effectiveness of security controls, coordinating vulnerability remediation, and producing audit-ready documentation. Lab practice with Nessus (CVSS, remediation validation) and study-level SIEM/log workflows; comfortable

with Windows/Linux, Microsoft 365/Azure concepts, and policy/procedure maintenance aligned to NIST/HIPAA/PCI. Clear communicator under pressure; drives down repeat issues and improves audit readiness.

Core Skills

Intrusion & anomaly monitoring • Log analysis fundamentals (Windows/Linux) • Incident response participation & escalation • Security control effectiveness checks • Policy/procedure/standard maintenance • Vulnerability scanning & remediation coordination (Nessus lab; Nexpose familiarity) • DLP monitoring awareness • Audit evidence collection (internal/external) • System Security Plan (SSP) support (lab) • Risk & gap assessment (NIST/HIPAA/PCI awareness) • TCP/IP & packet analysis fundamentals • Firewall administration awareness • Azure/Office 365 concepts • Stakeholder training & security awareness • Clear documentation & ticket/ SLA hygiene

Professional Experience

Citadel Drilling — Motorhand (Field Operations Lead)

- Performed continuous monitoring of operational telemetry; trended anomalies in Excel, opened follow-ups, and escalated per runbook to protect uptime and safety.
- Supported incident response during unplanned events; captured timelines/evidence, coordinated with supervisors, and contributed to post-incident reviews to reduce recurrence.
- Practiced change control for planned work: verified scope/impacts, recorded approvals, sequenced tasks to minimize risk, and documented outcomes for traceability.
- Maintained evidence-quality logs and shift handoffs in SharePoint/OneDrive, improving audit readiness and continuity across day/night crews.
- Reinforced policies, procedures, and standards (JSAs, SOPs) via briefings and job aids; increased compliance and reduced near-misses.
- Worked flexible hours and maintenance windows to complete priority tasks with minimal operational impact.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Ran service tickets end-to-end: diagnose → remediate → validate with readings/photos; closed cases with clear documentation and customer sign-off.
- Handled PII in a mobile app → CRM workflow; kept records accurate and retrieval-ready for reviews/audits.
- Implemented baseline hygiene after changes (setpoints/checks), recorded before/after evidence, and flagged risks or exceptions to policy with rationale.
- Coordinated parts and scheduling to meet SLA-style timelines; reduced repeat visits through better triage and documentation.
- Educated customers and teammates, promoting security/safety awareness and clear expectations during disruptive events.
- Collaborated via Teams/Excel on status, risks, and dependencies to maintain predictable delivery.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Led regional day-to-day operations (~2 installs/day, peaks of 4) with QA/QC and documentation stored in Microsoft 365/Azure for versioned retrieval.
- Built checklists and closeout templates that improved first-time-pass and evidence quality for reviews and billing.
- Structured on-call handling and escalation paths; captured actions/outcomes to inform preventive changes and lower repeat incidents.
- Tracked throughput/rework trends in Excel; implemented corrective actions that improved schedule adherence and customer satisfaction.
- Maintained access hygiene for sensitive finance docs and job files to protect confidentiality and ensure audit trails.
- Mentored new hires on SOPs, documentation, and communication—raising consistency and readiness across the team.

Security Projects & Applied Study

- Vulnerability Management (lab): Conducted Nessus scans; prioritized findings with CVSS; wrote remediation steps; validated after-state; drafted exception/risk-acceptance notes.
- Monitoring & IR Workflows (study-level): Practiced SIEM alert triage concepts (signal vs noise), log review, initial scoping/containment, evidence capture, and playbook updates.
- Policy & SSP Support (lab): Drafted SSP sections (scope, boundary, control summary), mapped controls to NIST, and assembled audit evidence checklists for reviews.
- Packet/Network Fundamentals: Reviewed TCP/IP and packet-capture basics; practiced interpreting headers/flows for anomaly context (foundational).

Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft Windows / basic Linux • Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Azure concepts • Nessus (lab) • Ticketing/CRM (intake, notes, closure) • Version-controlled documentation (OneDrive/SharePoint)

ATS Keyword Line

Monitor systems & networks for intrusions; security controls effectiveness; gap/risk assessment; vulnerability scans & remediation (Nessus/Nexpose); incident response team; DLP monitoring; System Security Plan (SSP); audits (internal/external); policies, procedures, guidelines, standards; HIPAA, PCI, NIST; log & packet analysis; TCP/IP; firewall administration (awareness); Windows / Linux; Azure / Office 365; threat intelligence & best practices; after-hours maintenance windows; clear communication & documentation.

PRODUCT SUPPORT REPRESENTATIVE

Summary

Customer-facing technical troubleshooter with mechanical/electrical aptitude and strong documentation habits. Experienced guiding users by phone/email/IM, performing primary

root-cause analysis, and coaching through safe voltage/current checks with a multimeter. Consistently meets SLAs, closes tickets with clear notes, and feeds fixes into CRM/Knowledge Base. Proficient with Microsoft Outlook, Word, Excel, Teams and policy/SOP compliance.

Core Skills

Phone/email/IM support • Incident triage & escalation • Root-cause analysis (mechanical/electrical) • Multimeter voltage/current checks • Step-by-step customer coaching • Knowledge Base article writing • CRM & ticketing (service requests, updates, closure) • SLA adherence & time management • Pattern/recurrence analysis • Cross-functional collaboration • Manuals/catalogs/templates usage • Documentation quality (photos/measurements) • Microsoft 365 (Outlook/Word/Excel/Teams/SharePoint)

Professional Experience

Citadel Drilling — Field Operations (Motorhand)

- Provided first-line technical triage during shift operations; captured symptoms, applied runbook steps, and escalated when needed to restore service within expected timelines.
- Interpreted gauges/meters and logged readings in Excel; identified anomalies early and documented corrective actions for traceability.
- Performed structured RCA on recurring faults; proposed preventive steps and documented fixes for reuse by other operators.
- Authored/updated SOP checklists and quick guides used by shift crews; improved consistency and reduced repeat errors.
- Maintained SharePoint file structure (reports, photos, handoffs) for rapid retrieval during reviews and investigations.
- Communicated status and next steps clearly to supervisors and peers across day/night shifts; ensured clean handoffs and ticket closure.

DuPure — Water Treatment Installer/Service (Customer Support & Field Repair)

- Delivered phone and onsite troubleshooting for mechanical/electronic components (control heads, boards, sensors); coached customers through safe multimeter checks to isolate faults.

- Executed root-cause analysis on failed parts; documented measurements, photos, and before/after results; updated CRM tickets with clear remediation steps.
- Wrote repeatable Knowledge Base entries (symptoms → checks → fix) to accelerate future resolutions and reduce call time.
- Managed service requests end-to-end: diagnosis, parts verification, repair, validation, and ticket closure within SLA targets.
- Maintained accurate customer/PII records and scheduling in mobile app → CRM; ensured data integrity and policy compliance.
- De-escalated tough situations by translating technical issues into plain language and offering stepwise solutions and expectations.

Houston Water Solutions — Head Installer/Technician & Project Lead (Product/Customer Support)

- Handled a daily queue (~2 installs/service calls per day, peaks of 4) while keeping customers informed via Outlook/Teams; met deadlines and SLA-style commitments.
- Created troubleshooting checklists and simple FAQs for common issues; improved first-time-fix and reduced repeat visits.
- Verified repairs with measurements (flow/pressure/electrical where applicable) and documented results in closeout notes with customer sign-off.
- Entered and updated service tickets with parts/labor, serials, and outcomes; surfaced recurring issues to suppliers/leadership.
- Trained new team members on customer communication, documentation quality, and safe measurement practices.
- Kept tools/workspaces inspection-ready; followed policies, guidelines, and procedures to ensure compliance and safety.

Tools & Platforms

Microsoft Outlook, Word, Excel, Teams, SharePoint • CRM/ticketing systems (service requests, notes, KB updates) • Phone/email/IM support workflows • Digital multimeter (voltage/current) • Mobile photo/notes for evidence

ATS Keyword Line

Product support; technical troubleshooting; customer phone support; email/IM; root-cause analysis; multimeter voltage/current; mechanical/electronic products; CRM; Knowledge Base; service request tickets; SLA compliance; manuals/catalogs/templates; documentation; cross-functional collaboration; Microsoft Office (Outlook/Word/Excel)

IT SUPPORT TECHNICIAN

Summary

First-level support specialist with field operations discipline and crisp documentation habits. Experienced resolving user issues end-to-end, maintaining work areas/equipment to policy, and communicating status across teams. Strong with problem tracking, SOP creation, and SLA-style follow-through using Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint) and a mobile CRM intake app. Calm under pressure; reliable closer of tickets and daily task lists.

Core Skills

First-level support • Incident triage & escalation • Problem management software (mobile intake → CRM) • Ticket notes & status updates • SLA awareness & time-boxed follow-through • SOP/KB authoring • User comms & expectation setting • Hardware readiness & workspace compliance • Basic software install/config • Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint) • Documentation quality & auditability • Cross-team collaboration • Task scheduling & daily work logs

Professional Experience

Citadel Drilling — Field Operations Lead (Motorhand)

- Provided first-line triage for shift issues; captured details, applied runbook steps, and escalated promptly when needed to restore operations.
- Tracked incidents, actions, and outcomes in Excel and shift logs; ensured each item had an owner and a clear closure before handoff.

- Maintained policy-compliant work areas and equipment readiness; performed checks, recorded results, and opened follow-ups for corrective actions.
- Authored/updated SOP checklists and quick guides to standardize tasks and reduce repeat errors.
- Communicated status and next steps across crews and supervisors using Teams and well-structured handoff notes in SharePoint.
- Monitored daily schedule, prioritized tasks against deadlines, and documented changes to keep stakeholders aligned.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Worked service requests from a mobile app → CRM: diagnosed issues, performed fixes, validated results (readings/photos), and closed tickets with clear notes.
- Maintained accurate customer records, scheduling, and payments; protected PII and ensured data quality for audit and retrieval.
- Created repeatable service checklists and documentation templates that improved first-time-fix and reduced callbacks.
- Kept inventory and toolkits organized to prevent delays; documented substitutions/compatibility checks in work orders.
- Aligned on daily task lists and SLA-style timelines with dispatch/office; provided status updates and ETA adjustments to customers.
- Practiced workspace and equipment maintenance per policy; escalated hazards and paused work until mitigated.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Managed a daily queue of installs/service (~2/day, peaks of 4); prioritized, scheduled, and delivered against commitments with clear status reporting.
- Built and maintained documentation templates, checklists, and closeout packages (photos/measurements/sign-offs) in SharePoint/OneDrive.
- Helped teammates with Microsoft 365 basics (file organization, shared links, versioned docs) to improve collaboration and retrieval.

- Monitored materials/equipment readiness; coordinated pickups and replacements to avoid schedule slips.
 - Kept workspaces and vehicles inspection-ready; performed routine checks and recorded findings in Excel/Teams.
 - Partnered with office staff on invoicing support (parts/labor reconciliation) and accurate job records to streamline back-office processes.
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Certifications

- CompTIA Security+ (current)

Tools & Platforms

Microsoft Outlook, Word, Excel, Teams, SharePoint • Mobile intake/CRM app • Photo/notes for evidence • Basic OS/app install/config (as needed) • Structured checklists & logs

ATS Keyword Line

IT support technician; first-level support; incident triage; problem management software; ticket tracking; SLA; documentation; SOP / knowledge base; hardware & software support; workspace/equipment maintenance; cross-team collaboration; daily task lists; Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint)

PROJECT MANAGER

Summary

Field-focused project leader with hands-on installation/service background and disciplined operations management. Builds client trust, directs day-to-day field-testing services, and closes projects to spec, schedule, and budget with clean proposals, reports, and invoices. Strong safety/PPE champion and SOP enforcer; adept at coordinating crews, troubleshooting equipment issues, and aligning deliverables with stakeholder and regulatory expectations. Proficient in Microsoft Word, Excel, and Teams with SharePoint document control; aware of ASTM/ACI/AASHTO/CDOT requirements for materials testing.

Core Skills

Client & stakeholder management • Field-testing services oversight • Review of test reports vs project specifications • Scope/estimate & proposals • Scheduling & resource planning • Crew leadership & coaching • Safety/PPE program participation • SOP & QA/QC compliance • Equipment/test issue troubleshooting • Budget tracking, forecasting & invoicing support • Multi-agency deliverables • Risk/issue tracking & CAPA • Microsoft Word/Excel/Teams • SharePoint/OneDrive document control • Read/interpret drawings & reports • Materials testing awareness (ASTM/ACI/AASHTO/CDOT)

Professional Experience

Citadel Drilling — Field Operations Lead (Motorhand)

- Directed day/night crews using daily plans and Teams/Excel schedules; aligned tasks to scope and mitigated conflicts to protect milestones.
- Ran start-of-shift safety/PPE briefings and recorded JSAs/near-misses; implemented procedural updates that reduced repeat issues and supported the safety program.
- Reviewed field logs against operating specifications; opened follow-ups when measurements deviated, driving QA/QC-style corrections before handoff.
- Troubleshoot equipment and test-instrument anomalies; coordinated parts/personnel and documented corrective actions for traceability.
- Practiced change control for maintenance windows—verified scope/approvals, sequenced work to minimize downtime, and captured results for post-job reports.
- Maintained SharePoint file structure for reports, photos, and handoffs, improving document retrieval and invoice/supporting-evidence turnaround.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Managed end-to-end jobs: site assessment, scope & costing, scheduling, execution, QA/QC checks, and client sign-off with photo/measurement evidence.
- Prepared service reports mapped to product/spec requirements; ensured closeout packages supported billing and invoicing with accurate parts/labor reconciliation.

- Coordinated sample submissions to third-party labs; tracked chain-of-custody and incorporated results into follow-up actions and customer communications.
- Kept SOP compliance high—logged variances/exceptions with rationale and corrective measures; reduced rework and callbacks.
- Monitored schedule risks (materials, site readiness); executed mitigations and communicated changes to stakeholders to keep work on track.
- Used Word/Excel/Teams + mobile CRM to maintain tickets, schedules, and status reports—meeting response and completion targets.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Launched and led a regional operation (~2 installs/day, peaks of 4) with full lifecycle control: survey → proposal/quote → schedule/resources → implementation → QA/QC vs spec → closeout.
- Built checklists and field-testing routines that improved first-time-pass and produced consistent, spec-aligned documentation for clients.
- Coordinated personnel and equipment needs; balanced workload across crews and maintained readiness for construction-focused tasks.
- Maintained budget visibility by tracking materials/labor against estimates; supported forecasting and invoicing with evidence-ready files in SharePoint/OneDrive.
- Trained and coached new team members on safety, SOPs, documentation quality, and client communication—raising delivery consistency.
- Tracked throughput, rework, and recurrence KPIs in Excel; implemented CAPA actions that improved schedule adherence and client satisfaction.

Certifications & Training

- CompTIA Security+ (current)
- Safety/PPE & toolbox-talk leadership (internal)

- Willing to obtain: LABCAT Levels A–E, ACI Field Testing Grade 1/Lab Grades 1–2/Strength, WAQTC

Tools & Platforms

Microsoft Word, Excel, Teams • SharePoint/OneDrive (document control) • Mobile photo/notes for field evidence • Basic drawing/report interpretation

ATS Keyword Line

Project Manager; field-testing services; daily staff leadership; review test reports vs project specifications; proposals, billing, invoicing; client communication; troubleshoot field/lab testing and equipment issues; determine personnel/equipment requirements; safety/PPE; SOPs; scheduling strategy; Microsoft Word/Excel/Teams; ASTM/ACI/AASHTO/CDOT (awareness); QA/QC; CAPA; resource planning; deliverables across agencies

SECURITY ANALYST / SYSTEM ADMINISTRATOR I

Summary

Hybrid SecOps/SysAdmin professional with hands-on field operations discipline and a clean pivot into security operations. CompTIA Security+ certified with SIEM/XDR triage exposure (Sumo Logic/CrowdStrike), endpoint protection & baseline hardening, and IAM (Entra ID: SSO/MFA/SCIM concepts). Practices ticket/ SLA hygiene, change control, and audit-ready documentation in Microsoft 365/SharePoint. Lab work in vulnerability management (Nessus/CVSS) and study-level familiarity with firewalls (Azure/Cloudflare/Meraki) and DLP (Box Shield/Proofpoint). Communicates clearly under pressure and focuses on reducing MTTR, remediating findings, and improving audit readiness.

Core Skills

SIEM monitoring & triage (Sumo Logic/CrowdStrike exposure) • EDR/endpoint mgmt (Defender exposure; Intune concepts) • IAM (Entra ID: SSO/MFA/SCIM concepts) • Firewalls (Azure/Cloudflare/Meraki awareness) • Vulnerability mgmt (Nessus; CVSS) • Packet analysis fundamentals • DLP workflows (Box Shield/Proofpoint awareness) • SOC 2 / NIST 800-53 / ISO 27001 (awareness) • Microsoft 365 admin basics (SharePoint Online, Teams, OneDrive) •

Windows/macOS support & hardening • Ticketing/SLAs • Audit evidence & documentation • Python/PowerShell (intro) • AWS fundamentals (awareness)

Professional Experience

Citadel Drilling — Motorhand (Field Operations Lead)

- Performed continuous monitoring via operational dashboards; logged readings in Excel and opened follow-ups on variances, improving detection and escalation discipline.
- Coordinated incident response during unplanned outages using runbook steps; communicated status to stakeholders and captured timelines for post-incident review (MTTR focus).
- Practiced change control for maintenance windows: verified scope/impacts, recorded approvals, sequenced work to reduce risk, and documented outcomes for audit trail.
- Maintained evidence-quality shift logs, inspections, and handoffs in SharePoint/OneDrive, strengthening traceability and audit readiness.
- Tracked trend lines (repeat issues, on-time completion) in Excel and proposed preventive actions—reducing recurrence and stabilizing operations.
- Mentored new staff on SOPs, documentation quality, escalation paths, and safety—raising consistency across rotating shifts.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Managed tickets end-to-end (diagnose → remediate → validate) with measurements/photos and customer sign-off; kept records complete for future audits.
- Used a mobile intake app → CRM to handle PII, scheduling, and payments; maintained data accuracy and retrieval standards.
- Practiced baseline hygiene after repairs/installs (setpoints, checks), verifying before/after results and updating notes for evidence-based closure.
- Coordinated materials and inventory to prevent SLA slippage; documented substitutions/compatibility to reduce repeat visits.

- De-escalated issues through clear risk/option communication; improved customer satisfaction and first-time-fix rates.
- Collaborated in Teams/Excel on daily schedules, risks, and dependencies; maintained ticket status to meet SLA timelines.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Led regional operations (~2 installs/day, peaks of 4) with full lifecycle ownership (survey → scope → schedule → implement → QA/QC → follow-up) and version-controlled artifacts in Microsoft 365/Azure.
 - Built checklists and quick guides that improved first-time-pass and reduced rework; trained new hires on documentation, safety, and service standards.
 - Structured on-call handling and escalation; documented actions and outcomes to inform preventive changes and reduce MTTR.
 - Protected sensitive docs with access hygiene and organized folders, supporting rapid retrieval during reviews.
 - Coordinated suppliers/resources to keep timelines and dependencies aligned; flagged risks early and executed mitigations.
 - Tracked throughput/rework/recurrence KPIs in Excel; implemented corrective actions to improve schedule adherence and quality.
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Security Projects & Applied Study

- Vulnerability Management (lab): Ran Nessus scans, prioritized by CVSS, documented remediation steps, and validated “after” state; wrote exception/risk-acceptance notes.
- SIEM/XDR Triage (study-level): Practiced Sumo Logic/CrowdStrike/Sentinel workflows—alert validation, scoping, initial containment, evidence capture, and playbook updates.
- IAM & Endpoint (study-level): Entra ID concepts for SSO/MFA/SCIM; Intune device compliance/profile concepts; least-privilege and audit logging mindset.

- Firewall & DLP (awareness): Configuration hygiene concepts for Azure/Cloudflare/Meraki; DLP awareness with Box Shield/Proofpoint use cases.
- Automation Exposure: Intro PowerShell/Python for note parsing and evidence templates; Logic Apps concept for onboarding workflow steps.

Certifications

CompTIA Security+ (current)

Tools & Platforms

Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Windows/macOS • Basic Linux • Nessus (lab) • Entra ID (SSO/MFA/SCIM—concepts) • Intune (concepts) • Sumo Logic/CrowdStrike (exposure) • Azure/Cloudflare/Meraki (awareness) • Box/Proofpoint (awareness) • Zoom/Box/Salesforce (user-level familiarity) • GitHub (lab docs)

ATS Keyword Line

SIEM (Sumo Logic), EDR (CrowdStrike/Defender), Entra ID (SSO/MFA/SCIM), Intune, Firewalls (Azure/Cloudflare/Meraki), Vulnerability Management (Nessus/CVSS), Packet Analysis, Threat Hunting (foundational), Box Shield, Proofpoint, SOC 2, NIST 800-53, ISO 27001, Python, PowerShell, Microsoft 365 / SharePoint Online / Teams, AWS (awareness), Audit Evidence, Incident Response, SLAs, Endpoint Management, Documentation Quality.

PROJECT MANAGER

Summary

Operations-focused project manager with hands-on field leadership across installation, service, and regional launch work. Known for building client trust, coordinating crews and vendors, enforcing safety/PPE and SOPs, and closing projects on schedule with clean documentation, invoicing support, and status reporting. Adept at scoping and costing opportunities, running construction-focused execution, and aligning deliverables to stakeholder requirements using Word/Excel/Teams with SharePoint document control.

Core Skills

Client & stakeholder management • Scope/estimate & proposals • Schedule & resource planning • Field execution & QA/QC • Safety/PPE compliance & toolbox talks • Risk/issue tracking & CAPA • Budget tracking, forecasting & invoicing support • Multi-agency deliverables (policy/SOP-driven) • Crew onboarding, coaching & performance • Vendor/subcontractor coordination • Status reporting & closeout packages • Microsoft Word/Excel/Teams • SharePoint/OneDrive document control • KPI tracking (throughput, rework, repeat issues)

Professional Experience

Citadel Drilling — Motorhand (Field Operations Lead)

- Coordinated daily work plans, assigned tasks, and led shift handoffs; maintained Word/Excel/SharePoint documentation to keep stakeholders aligned to schedule and scope.
- Ran safety briefings/PPE checks and logged JSAs, near-misses, and corrective actions; implemented procedural updates to address recurring risks.
- Managed incident response during unplanned outages: triaged issues, communicated status, executed runbook steps, and documented timelines for post-mortems.
- Practiced change control for planned maintenance windows—verified scope/approvals, sequenced work to minimize downtime, and captured evidence for QA/QC.
- Tracked KPI trends (on-time task completion, repeat incidents) in Excel; raised risks early and drove preventive actions that protected schedule reliability.
- Mentored junior crew on SOPs, documentation quality, and communication standards—improving consistency across rotating shifts and job sites.

DuPure — Water Treatment Installer/Service (Project Delivery)

- Managed end-to-end service and small install projects: site assessment, scope & estimate, schedule coordination, field execution, QA/QC, and customer sign-off.
- Produced evidence-quality closeout (photos, measurements, notes) and maintained records via a mobile app → CRM with PII handled per policy.
- Partnered with office on billing, payments, and invoicing; reconciled parts/labor against estimates to reduce variance and support forecasting.

- Coordinated materials, service readiness, and van stock to prevent schedule slips; documented substitutions and compatibility checks.
- De-escalated customer issues and aligned expectations through clear updates and options; maintained high satisfaction and repeat business.
- Collaborated via Teams/Excel to track tasks, risks, and dependencies; kept tickets current to meet SLA timelines.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Launched and led a new regional operation; averaged ~2 installs/day (peaks of 4) while maintaining quality, safety, and on-time delivery.
 - Owned the project lifecycle (survey → scope/quote → schedule → implementation → QA/QC → closeout) with artifacts stored in SharePoint/OneDrive.
 - Built and coached a small team; created checklists and guides that improved first-time-pass rates and reduced rework.
 - Coordinated vendors/suppliers and field resources; ensured materials, tools, and site readiness supported construction-focused execution.
 - Maintained sensitive financing documents with access hygiene; supported invoicing and documentation packages for rapid client approval.
 - Tracked throughput/rework/recurrence metrics in Excel and implemented CAPA actions to improve schedule adherence and delivery predictability.
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Certifications & Training

- CompTIA Security+ (current)
- Safety/PPE & toolbox-talk leadership (internal)

Tools & Platforms

Microsoft Word, Excel, Teams • SharePoint/OneDrive document control • Mobile photo/notes for field evidence • Basic drawing/schematic interpretation

ATS Keyword Line

Project Manager; client relationships; remediation projects; SOPs; schedules & budgets; proposals & costing; multi-agency deliverables; safety/PPE; construction-focused execution; team leadership; stakeholder communication; risk/issue tracking; QA/QC; forecasting & invoicing; Microsoft Word/Excel/Teams; SharePoint document control

CYBERSECURITY ENGINEER

Summary

Security-minded operator transitioning into cybersecurity engineering with a record of integrating controls into real-world operations, enforcing change control, and producing audit-ready documentation. CompTIA Security+ with RMF literacy (NIST 800-37/53/60; FIPS 199/200) and lab practice drafting SSP/POA&M, mapping common controls, planning continuous monitoring, and maintaining a cyber schedule (milestones, owners, evidence). Clear communicator who translates risk into executable actions aligned to mission assurance and on-time delivery.

Core Skills

Security Control Implementation (NIST 800-53) • RMF A&A lifecycle • System categorization (FIPS 199 / NIST 800-60) • SSP / POA&M drafting (lab) • Continuous Monitoring & metrics • Common controls strategy • FISMA risk assessment (awareness) • Systems security engineering (NIST 800-160 awareness) • Security planning (NIST 800-18 awareness) • Authorization package artifacts (awareness) • Cyber schedule & milestones (Excel/Teams/SharePoint) • Vulnerability management (Nessus lab; CVSS) • Change control • Stakeholder training/briefs • Policy/compliance review (NOTAM/TCO awareness)

Professional Experience

Citadel Drilling — Motorhand

- Integrated procedural controls into daily operations (checklists/JSAs) and maintained evidence-quality logs and handoffs in SharePoint/OneDrive to support auditability and accountability.

- Enforced change control for planned work: verified scope/impacts, captured approvals, sequenced activities to reduce risk, and documented outcomes for post-review.
- Coordinated incident response during unplanned outages using runbook-style steps; communicated status to stakeholders and recorded timelines for lessons learned.
- Performed continuous monitoring of operational indicators, trended anomalies in Excel, and opened follow-ups—reducing repeat incidents and improving schedule adherence.
- Led onboarding/briefings, reinforcing escalation paths, documentation standards, and safety/compliance practices to raise readiness across rotating crews.
- Maintained a lightweight milestone schedule (Teams/Excel) for shift objectives and maintenance windows, providing visibility into tasks, owners, and completions.

DuPure — Water Treatment Installer/Service

- Executed structured diagnostics and root-cause analysis; closed tickets with measurements, photos, and notes to create an auditable body of evidence.
- Used a mobile intake app (to CRM) for PII, payments, and scheduling; ensured records met policy and retrieval standards.
- Logged exceptions/variances to SOPs with rationale and customer acknowledgment; reinforced traceability and policy compliance.
- Coordinated with office teams to meet SLA targets; maintained ticket hygiene and ensured closure artifacts matched work performed.
- Managed inventory availability and substitutions; tracked part life cycles to minimize service risk and rework.
- Educated customers on safe operation and maintenance; de-escalated issues by explaining risks, options, and next steps.

Houston Water Solutions — Head Installer/Technician & Project Lead

- Launched and led regional operations with lifecycle ownership (survey → scope/quote → schedule → implementation → QA → follow-up); stored artifacts in Microsoft 365/Azure with versioning.

- Built and maintained a schedule/milestone plan (Excel/Teams) to coordinate people, materials, and dependencies; provided timely status to stakeholders.
 - Standardized checklists/procedures that improved first-time-pass rates; authored brief training guides to increase adherence and consistency.
 - Handled sensitive financing documents with access hygiene and structured folder policies, preserving confidentiality and audit trails.
 - Managed on-call incidents with clear escalation paths; documented actions and outcomes to inform preventive changes.
 - Tracked KPIs (throughput, rework, repeat issues) and drove corrective/preventive actions to improve reliability and delivery predictability.
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Security Projects & Applied Study

- RMF Mock A&A Package (lab): Performed system categorization (FIPS 199 / NIST 800-60), selected NIST 800-53 controls (incl. common controls), drafted SSP sections, built POA&M entries with milestones/owners, and defined a continuous monitoring cadence and evidence plan (SCTM-style in Excel/SharePoint).
- Vulnerability Management (lab): Ran Nessus scans, prioritized by CVSS, documented remediation steps, and validated “after” state; practiced exception/risk-acceptance language.
- Security Planning & Engineering (study): Reviewed NIST 800-18 (security planning) and NIST 800-160 (systems security engineering) to align control implementation with design decisions.
- Tool Familiarity (study-level): Workflow understanding of eMASS/Xacta package structure and submission expectations; FISMA control testing themes; NOTAM/TCO compliance awareness.

Certifications

CompTIA Security+ (current)

Tools & Platforms

Microsoft 365 (Excel, Word, Outlook, SharePoint, Teams) • Azure (docs/collab) • Windows/macOS • Nessus (lab) • GitHub (lab documentation)

ATS Keyword Line

Cybersecurity Engineering; Security Architecture/Design; RMF; A&A; CNSSI 1253 (awareness); NIST SP 800-53; NIST SP 800-160 (awareness); NIST SP 800-18 (awareness); FISMA risk assessment (awareness); SSP; POA&M; Common Controls; Continuous Monitoring; Authorization Package Artifacts (awareness); eMASS (familiarity); Xacta (familiarity); Cyber Schedule; Milestones; Change Control; Incident Response Planning; Policy/Compliance Review; NOTAM/TCO (awareness).