ISAIAH WILLIAMS

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Technologies: ServiceNow, Salesforce, Cisco Anyconnect VPN, Citrix VPN, Epic, Citrix Workspace, Active Directory, Microsoft 365 Suite(Including Excel & Outlook), Kali Linux, BurpSuite Professional, Metasploit(& similar C2 Frameworks), Sliver C2, VirtualBox, Slack, Python Scripting, Bash Scripting, Cisco CLI, SecurityOnion, Elasticsearch (ELK), AWS, Wazuh, Golang, Svelte, SQLite

Skills: Project Management, Scheduleling, Customer Relations, Troubleshooting, Identity and Access Management, Handling PHI and PII, Attack Surface Management, Web App Penetration Testing, Data Normalization, RESTful API Security, Systems Design(Network & Security), Incident Reporting & Ticketing

Professional Experience

Snap Growth Consulting | March 2024 - Current
Contractor | Cybersecurity Consultant

> Advise of security best practices during development
> Complete penetration testing for completed projects
> Deliver and review penetration test report with clients
> Design and implement internal cybersecurity best practices
> Create efficient SLAs for services provided

CVS Health | February 2023 - March 2024
Contractor | Senior IS Technician @ Lancesoft Inc. | February 2023 - September 2023
Full Time | Store Technical Support | September 2023 - March 2024

> Assisted store and pharmacy personnel with hardware and software issues
> Creating tickets and escalate to correct team as necessary
> Fast paced troubleshooting environment
> Working with PHI and PII
> Constantly improving customer experience
> Reporting critical outages and failures
> Coordinating with store personnel to resolve technical issues

T-Mobile | February 2021 - March 2022
Contractor | Migration Implementation Partner @ TEKSystems

> Managed small and large projects/implementations
> Input and exported critical data via Microsoft Excel
> Scheduled meetings and communicated via Outlook, Teams, and WebEx
> Trained and mentored new employees through onboarding process
> Communicate with customers and technical specialists to coordinate project
> Complete projects within a timely manner
> Migrated service for 1000's of business and government lines

Exelon | July 2020 - January 2021
Contractor | Tier 1 Help Desk Technician @ TEKSystems

> Gained experience in a fast-paced service desk environment

Performed troubleshooting activities for hardware and software issues
Worked with ServiceNow Ticketing and VPN Connections
- Updated and maintained databases using Salesforce

Project Experience

Axonbox | September 2024 - Current
Contractor | Cybersecurity Consultant
      Advise of security best practices during development
      Completed penetration and stability testing for release
      Design and implement internal cybersecurity best practices
      Constantly monitoring site for possible issues

Bug Bounty | December 2022 - current

      Conducting vulnerability testing on web applications through public and private bug bounty programs
      Submitting detailed reports on found vulnerabilities
      10+ vulnerabilities reported
      96% accuracy
      Critical vulnerabilities reported

HacktheBox | July 2022 - current

Practicing penetration techniques in realistic environments using CTF Labs and skill specific challenges. Most recently participated in Cyber Apocalypse 2024

Education

High School Diploma, School of Business and Management at Townview Dallas, TX
IT Specialization | Graduated 2020

- Obtained TestOut PC Pro Certification (2018) (Compare to CompTIA A+)
- Obtained TestOut Network Pro Certification (2019) (Compare to CompTIA Network+)

Certifications

CompTIA CySA+ | Obtained Feb 2023