

# James Bell

San Antonio, TX

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**Senior Security Engineer and Team Lead** with extensive experience in cybersecurity, cloud infrastructure, and technical account management. Currently enrolled in an **Accelerated Master's Pathway for Machine Learning**, blending a decade of technical problem-solving with advanced AI development skills. Proven track record of leading technical teams, automating complex workflows, and delivering high-touch security advisory services. Passionate about leveraging **Generative AI**, **LLM Tuning**, and **RAG (Retrieval-Augmented Generation)** to create ethical, secure, and efficient systems.

## Key Competencies

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Leadership & Mentorship, Generative AI Application, Strategic Security Planning, Cross-Functional Communication, Rapid Prototyping, Incident Management

## Technical Skills

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**AI & ML:** Python (Pandas, NumPy, Scikit-learn), LLM Fine-Tuning, RAG Architecture, Prompt Engineering, Model Evaluation, Data Preprocessing

**Cloud & DevOps:** AWS, Azure, Docker, Kubernetes, Terraform, CI/CD Pipelines

**Programming:** Python (Advanced), C#, JavaScript, VBA, SQL, Git

**Cybersecurity:** Risk Mitigation, Security Hardening, Network Analysis, Incident Response

**General:** Linux Administration, Active Directory, Salesforce, Project Management

## AI & Machine Learning Projects

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*Custom LLM Tuning & Guided Feedback System*

*Personal Project*

- Designed and implemented a specialized AI system focused on **Context-Aware Feedback**.
- Engineered a pipeline to strictly ground model responses in provided training materials, effectively eliminating "hallucinations" for domain-specific queries.
- Utilized **Fine-Tuning** techniques to adapt base models for specific instructional tones and strict adherence to curriculum constraints.
- **Tech Stack:** Python, Hugging Face Transformers, PyTorch, TensorFlow, Vector Databases.

## Education

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**Southern New Hampshire University (SNHU)**

*Accelerated B.S. to M.S. in Machine Learning Pathway*

*In Progress*

- **Program Status:** Enrolled in fast-track degree program completing Associate's and Bachelor's requirements with immediate matriculation into the Master of Science in Machine Learning.
- **Focus:** Deep Learning, Neural Networks, Computer Vision, and Natural Language Processing (NLP).

## Professional Experience

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### Arctic Wolf

Senior Security Engineer III (Team Lead)

Internal Title: Concierge Security Engineer 3

San Antonio, TX (Hybrid/Remote)

June 2025 – Present

- **Team Leadership:** Lead and mentor a team of security engineers, conducting code reviews, technical training, and managing shift workflows to ensure 24/7 operational excellence.
- **Strategic Risk Management:** Serve as the primary security advisor for enterprise-level clients, overseeing security posture hardening and leading Quarterly Account Reviews (QARs).
- **Process Automation:** Spearhead initiatives to automate repetitive security analysis tasks using **Python**, reducing time-to-resolution for critical alerts.

### Arctic Wolf

Senior Security Engineer II

Internal Title: Concierge Security Engineer 2

San Antonio, TX (Hybrid/Remote)

May 2024 – June 2025

- Managed security hardening and risk mitigation for a diverse portfolio of clients.
- Developed a specialized tracking system to assign and monitor daily duties, resulting in a measurable decrease in missed SLAs and improved team efficiency.
- Analyzed network traffic and security logs to identify potential threats, creating custom remediation plans for clients.

### Alert Logic by Fortra

Technical Account Manager

Remote

Dec 2022 – March 2024

- Served as the primary technical liaison for Top 10 ARR (Annual Recurring Revenue) clients, managing a portfolio valued at **\$2.2M**.
- **Automation:** Developed **Python scripts** to bulk-modify asset structures and automate cloud deployment, saving approximately **100 manual hours per customer**.
- Ensured seamless product continuity within client cloud environments (AWS/Azure).

### Alert Logic by Fortra

L2 Technical Support Engineer

Remote

Nov 2020 – Dec 2022

- Maintained a **95% Customer Satisfaction (CSAT)** rate while resolving complex technical issues via Zendesk.
- **Training Optimization:** Led an initiative to streamline the internal knowledge base, reducing new hire onboarding time from **6 months to 12 weeks**.
- **Mentorship:** Developed a mentorship program that increased team QA scores from a 7.5 average to **9.8/10**.

### BC Forward @ Accenture

Delivery Assurance

San Antonio, TX

Jan 2019 – Sep 2020

- Managed inventory and logistics for **\$5.9M** in aerospace machinery.
- **Crisis Adaptation:** Enabled a rapid transition to 100% remote work during the COVID-19 pandemic by developing new tooling independent of on-site servers.
- **Cost Savings:** Saved **\$70k/month** by developing a custom reporting tool (VBA/Excel) that automated manual data entry and reduced downtime.