

Kevin Dawson

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Professional Summary

Versatile IT and cybersecurity professional skilled in incident response, threat detection, cloud and infrastructure management. Demonstrates excellence in problem-solving, cross-team collaboration, and improving user experience. Proven track record of enhancing security posture and operational efficiency.

Certifications

- Microsoft Azure Fundamentals (AZ-900)
- ISC² Certified in Cybersecurity (CC)
- CompTIA Security+
- CompTIA CySA+ (In Progress)

Work Experience

IT & Security Consultant | NCCJ of the Triad, Greensboro, NC | 12/2023 - Present

- Spearheaded the creation of a security framework aligned with NIST non profit guidance, reducing cyber incidents by 40%.
- Architected network infrastructure upgrades, cutting user downtime by 25% weekly.
- Optimized Microsoft Entra ID and Intune, enhancing endpoint visibility and eliminating 50 inactive user accounts within 3 months.
- Streamlined technical issue resolution processes, achieving a reduction in average resolution time by enhancing documentation and user support.

Desktop Integration Specialist II | Allstate, Winston-Salem, NC | 09/2022 - Present

- Executed major remediations, including Global Protect VPN, MS 365 administration, and CrowdStrike deployments, enhancing compliance for over 10,000.
- Improved team efficiency by 20% through refined technical documentation and SOP creation.
- Created and led a yearlong biweekly cybersecurity mentorship program to boost staff proficiency through hands-on training with Splunk, Qualys, Proofpoint, Confluence, and incident response workflows.
- Integrated self-service solutions and PowerShell scripts into incident management workflow, reducing repeat incidents by 10%.

E-Commerce Account Coordinator | Hooker Furnishings, High Point, NC | 12/2019 - 10/2021

- Generated over \$25M in revenue via promotional campaigns and exclusive product launches on Wayfair.com.
- Increased compliance by 75% by standardizing product data to meet international safety standards.

National Retail Account Manager | T-Mobile, Raleigh, NC | 01/2014 - 12/2019

- Managed operations across 30+ locations, significantly expanding market share through strategic relationships.
- Trained and mentored over 100 representatives, improving product knowledge and customer satisfaction.

Education

Bachelor of Digital Communication Studies
University of North Carolina at Greensboro, Greensboro, NC

Competencies

Incident Resolution	Technical Documentation	Identity and Access Management	Stakeholder Engagement
Endpoint Security	Vulnerability Scanning	Security Compliance	Windows System Administration
Threat Detection	Log Analysis	Cloud Security	Collaboration