**Kevin Dawson**  
Greensboro, NC | (336) 451-7839 | reachkevindawson@gmail.com | linkedin.com/in/kevin-dawson-gso

**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 |
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| Endpoint Security | Vulnerability Scanning | Security Compliance | Windows System Administration |
| Threat Detection | Log Analysis | Cloud Security | Collaboration |