

MALCOLM BOWERS

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SOFTWARE ENGINEER | MEDICAL AND HEALTH SPECIALIST

Software Engineer and United States Army Veteran holding an active Secret Clearance leveraging 7+ years of proven experience in technical support and incident response. Proficient at training and developing over 20+ personnel in dynamic, fast-paced environments. Possess a comprehensive background in network security and systems configuration. Adept at providing effective technical solutions and leading teams of 10+ which resulted in increased company security. Increased the company's knowledge of system technologies and platforms, raising the training time by 40%. Career supported by a Bachelor of Science degree in Information Technology and Security and Business Management, certifications, and various experiences.

- Network Security
- Systems Configuration
- User Training | Support
- Systems Diagnosis
- Training | Development
- Preventative Maintenance
- Risk Mitigation
- Software | Hardware
- Operating Systems

KEY SKILLS

Programming: Performed the process of designing and building executable computer programs used to accomplish specific computing results for the company that can increase the overall effectiveness of the company.

Customer Service: Provided support to both prospective and existing customers and clients. Supplied answers to customer questions through in-person, phone, email, chat, and social media interactions and was responsible for creating documentation for self-service support.

Information Security: Applied processes and methodologies used to design and implement protection protocols for company information. Engaged in actions to protect the printing, electronic, or any other form of confidential, private, and sensitive information or data from unauthorized access, use, misuse, disclosure, destruction, modification, or disruption.

PROFESSIONAL EXPERIENCE

United States Army | San Antonio, TX

2022 – Present

Drill Sergeant

Provided a positive and rewarded experience to the young soldiers as they began their journey into the army; ensured the recording of each training provided; responsible for accountability and maintenance of equipment; assisted in the execution of all training; disciplining soldiers and ensured training guidelines are met as per the Army standards.

- Established and maintained high military standards while teaching the concepts of Army Values, Soldiering, discipline, good health, welfare, and morale
- Instructed Soldiers on basic marksmanship, combat indoctrination, and solidarization, physical fitness, drill and ceremony, and Basic Military Police law enforcement and combat training and tactics
- Tracked and maintained files for over 220 Soldiers' training records for accuracy and accountability and ensured optimal Soldier readiness to complete Initial Entry Training (IET)
- Assisted in the planning, coordination, tracking, and movement of Soldiers assigned to and from all required training events, ranges, and field training exercises

United States Army | Columbia, SC

2020 – 2022

Senior Medical Assistance

Recorded patient history and personal information, scheduled patient appointments; prepared blood samples for tests, entered patient information into medical records; measured vital signs, such as blood pressure; and helped the physician with the patient examination.

- Provided effective leadership by assisting the manager to oversee and maintain operations; developed, maintained, and implemented office policies in conjunction with medical protocols
- Implemented for finding appropriate coverage following department budgetary guidelines; researched, addressed, and resolved patient billing/coding, office issues, and complaints
- Handled multiple tasks and changed priorities concurrently; determined employees' training needs to produce continuous development plans
- Assisted physicians and office staff with patients; maintained office and medical supplies for the entire office

United States Army | Fort Bragg, NC**2018 – 2020****Paratrooper**

Got soldiers into the battlefield as quickly as possible and maneuvered through foreign territory; mastered several weapons which included the rifle, light support weapon, underslung Grenade Launcher, and Light mortar.

- Conducted tactical airborne operations by parachuting via static line, in or behind enemy territory; assaulted and seized objectives otherwise inaccessible due to terrain or heavy enemy fortification
- Established drop zones, landing zones, and sling load operations; performed basic infantry tactics, base setup and defense, foot patrol, and transportation
- Maintained automated and manual accounting records, posted receipts and turn-ins, and performed dues-ins and dues-outs accounting; supervised, trained, and monitored the welfare and discipline of 7 Soldiers
- Reviewed and verified quantities received against bills of lading, contracts, purchase requests, and shipping documents; unloaded, unpacked, visually inspected, counted, segregated, palletized, and stored incoming supplies and equipment

United States Army | Fort Bragg, NC**2015 – 2018****Healthcare Specialist**

Managed medical records, maintained medical equipment, updated, and retrieved medical records; provided support to the medical staff; visited patients at home; and trained new staff members; administered emergency medical treatment to casualties at the battlefield; gave shots and medicines to patients; assisted with outpatient and inpatient care and treatment and took patient's temperature and pulse.

- Observed patients, charted, and reported changes in patients' conditions, such as adverse reactions to medication or treatment, and took any necessary action
- Provided basic patient care or treatments, that included taking temperatures or blood pressures, dressing wounds, treating bedsores, giving enemas or douches, rubbing with alcohol, massaged, or performing catheterizations
- Implemented for the health and welfare of over 2K soldiers, civilians, and contractors
- Screened patients for needed immunizations before preparing and administering immunizations by intradermal, subcutaneous, and intramuscular routes

EDUCATION | CERTIFICATIONS

Bachelor of Science (B.S.), Information Technology and Security and Business Management | Campbell University | 2023

Health - Registered EMT (NREMT)

Special Military Training:

Information Security Training | Basic and Advanced Leadership Course | Equal Opportunity Training, Sexual Assault Training

NOTABLE AWARDS

Good Conduct (2) | Army Commendation Medal (2) | Army Achievement Medal (3) | Certificate of Achievement (2)

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365, JavaScript, HTML, CSS, Python, C++, SQL, Visual Basic, Swift, and CSS

Operating Systems: Mac / Microsoft Windows