

William Lacy

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WORK EXPERIENCE

General Dynamics Information Technology (GDIT) IT Help Desk Technician Tier II

05/2025 – Present
New Orleans, LA

- Provided first-line IT technical support to Department of Navy personnel, including military, civilian, and contractors, ensuring timely resolution of incidents in compliance with DoD policies.
- Demonstrated meticulous attention to detail by documenting over 1000 service tickets accurately and thoroughly, leading to a 90%+ first-contact resolution rate.
- Delivered exceptional customer service with an average 90% satisfaction rating by assessing user needs, explaining solutions in clear non-technical terms, and ensuring problems were resolved efficiently.
- Effectively communicated technical information to diverse users, leading training and presentations on Navy's new multi-factor authentication system (Passkey).
- Consistently applied problem-solving skills by using over 5000 knowledge articles to diagnose and resolve complex IT issues.

US Army Reserves Cyber Protection Team Cyber Operations Specialist

10/2023 – Present
East Point, GA

- Conducted host analysis and reviewed various logs and security alerts in Security Information and Event Management (SIEM) systems within Microsoft Azure.
- Investigated, remediated, and escalated security incidents based on severity, ensuring alignment with DoD cyber defense protocols.
- Collaborated with multi-tiered ticketing systems, ensuring accurate documentation and resolution of cybersecurity incidents.
- Demonstrated attention to detail in monitoring and analyzing system alerts and logs to protect DoD cyberspace operations.

Department of Logistics, DoD Contracting Officer Representative

03/2021 – 12/2021
Camp Arifjan, Kuwait

- Managed Non-Tactical Vehicle (NTV) contracts supporting military operations, ensuring compliance with federal acquisition regulations.
- Assessed maritime supply chain processes and identified potential cyber-physical attack vectors, contributing to improved risk management strategies.
- Led cross-functional communication between vendors and military personnel, ensuring timely delivery of services while maintaining high ethical standards.

EDUCATION

Bachelor of Science

Louisiana Tech University

Ruston, LA • 05/2023

CERTIFICATIONS

CompTIA Security+

CompTIA A+

Microsoft Azure Fundamentals (AZ-900)

Microsoft Azure AI Fundamentals (AI-900)

Microsoft Azure Administrator (AZ-104)

Microsoft Azure DevOps Engineer Expert (AZ-400)
Oracle Cloud Infrastructure Associate
HashiCorp Terraform Associate
TryHackMe: Cyber Security 101

PROJECTS

Cybersecurity & Cloud Projects (Self-Directed)

01/2023 – Present

- Built and managed cloud-hosted SIEMs in AWS, Microsoft Azure, and Google Cloud to monitor, detect, and respond to security threats.
- Developed Infrastructure as Code (IaC) projects using Terraform to automate and secure cloud infrastructure deployment.
- Simulated cyber attacks using Metasploit and defensive measures using Snort and Security Onion, enhancing skills in incident detection and response.
- Applied problem-solving skills to create practical cybersecurity labs, enhancing understanding of system vulnerabilities and defenses.
- Created multiple Agile & Scrum projects while automating with Azure CI/CD pipelines.

SKILLS

Technical Skills: able to develop technical approaches to use cases and build prototype solutions, able to work independently & collaboratively, Agentic AI, AWS, Bash, Basic knowledge of Conversational AI, Chat Bots, Cisco Packet Tracer, Docker, documentation, Elastic SIEM, Google Cloud, HTML, Implementation leadership, Kubernetes, Metasploit, Microsoft Azure, Multimodal AI, Multi-tiered incident management systems, Nmap, PowerShell, Predictive Analytics, process improvement, Python, Security Onion, Snort, Strong analytical & problem-solving skills, Terraform (Azure & AWS infrastructure deployment), virtual networking, Windows/Linux server administration, Wireshark