Richard Blair

IT Support Professional

Detail-oriented and security-focused professional with over two decades of experience in risk assessment, compliance, and training within high-stakes environments. Eager to apply a strong foundation in problem-solving, procedural adherence, and communication to a help desk role, providing excellent technical support and ensuring a smooth user experience.

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WORK EXPERIENCE

Education Technician
United States Department of Veteran Affairs
04/2024 - 02/2025   *Spokane, WA*

Achievements/Tasks

- Proactive Security and Compliance: Developed and delivered training on safety protocols to over 1,500 staff, ensuring full compliance with federal standards and mitigating risks.
- Data-Driven Analysis: Utilized Power BI to create a tracking platform for staff training completions, enabling proactive monitoring and intervention to maintain safety compliance and identify potential risks.
- Process Improvement: Researched and integrated critical safety and compliance information into new employee orientation, ensuring a smooth and secure onboarding process.

Rural Carrier Assistant
United States Postal Service
05/2023 - 10/2023   *Spokane, WA*

Achievements/Tasks

- Maintained strict adherence to protocols and schedules, demonstrating a commitment to procedural compliance and timely execution.
- Resolved customer delivery issues and inquiries, showcasing strong communication and problem-solving skills critical for help desk environments.

Correction Officer
Spokane County
09/2006 - 05/2022

Achievements/Tasks

- Security & Risk Mitigation: Maintained a secure environment for inmates, enforcing safety policies, conducting risk assessments, and implementing preventative measures to minimize incidents.
- Training & Mentorship: Served as a Field Training Officer and Academy Instructor, developing and delivering training programs on de-escalation techniques, emergency response, and safety procedures.
- Procedural Adherence: Performed detailed forensic identification work as an Identification Officer, demonstrating meticulous attention to detail and strict adherence to established procedures.

SKILLS

Microsoft 365	Power Bi
Data Analysis	Software Management
Problem-solving	Procedural Compliance
Training & Development	Communication
Risk Assesment	Threat Identification
Vulnerability Analysis	

CERTIFICATES

Google Cybersecurity Certificate (01/2024 - Present)

EDUCATION

B.S. in Cybersecurity and Information Assurance
Western Governors University
09/2025 - Present   *Dallas, TX*

A.A.S in Law Enforcement
Spokane Community College
01/2001 - 09/2005   *Spokane, WA*

INTERESTS

Continuous Learning   Teaching

Veterans Non-Profit   Camping   Collaborating