

Robert A. Hollands

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EDUCATION

Augusta University, Augusta, Georgia
Bachelor of Science in Cyber Security

Dec 2025

Relevant Coursework: Database Administration, TCP/IP Protocol Analysis, Cyber Network Defense and Counter Measures, OS Concepts Administration, Digital Forensics, Scripting and Automation, and Enterprise System Architecture.

Certifications

CySA+, Security+, Jamf Certified Tech (Jamf 200), Jamf Certified Associate (Jamf 100)

Clearance Level

Public Trust (Interim)

PROGRAMMING SKILLS

Proficient in **PowerShell**; Familiar with **HTML, CSS, Python, JavaScript, Bash, SQL, KQL, CQL**

PROGRAMMING PROJECTS

Web Projects

Nov 2021

- Developed a Python-based web scraper to extract advertisement data from targeted websites, ensuring compliance by analyzing robots.txt directives before collection.
- Developed and maintain a custom ePortfolio hosted on GitHub Pages, secured with tailored Cloudflare WAF configurations and DNS record management to enhance availability, performance, and threat mitigation.

EXPERIENCE

Help Desk Engineer at TaxSlayer LLC, Augusta, Georgia

Sep 2024 - Present

- Administer enterprise endpoint management with Microsoft Intune, Jamf Pro, and ConnectWise Automate; deploy security patches, compliance policies, configuration profiles, and remediation scripts to maintain a secure fleet.
- Manage Apple Business Manager: renew APNS certificates, control user access, and handle Apple ID provisioning/deletion.
- Develop and deploy custom ADMX templates to automate BIOS updates, reducing Tier 1 workload and improving compliance.
- Automate user onboarding/offboarding for 200+ seasonal staff with PowerShell, integrating Entra ID group assignment, E5 license provisioning, KnowBe4 training, and secure password distribution.
- Create custom Active Directory attributes to auto-assign KnowBe4 training start dates for phishing-awareness campaigns.
- Provision and manage Active Directory accounts, security groups, shared mailboxes, and SaaS access with license and entitlement assignments via Entra ID and Microsoft 365.
- Configure SSO integrations for SaaS platforms via Entra, ensuring secure authentication.
- Maintain hardware/software inventory systems for asset traceability and lifecycle management.
- Document technical procedures and best practices in Confluence; manage ticket workflows and escalation SLAs in Jira.
- Creation and management of Windows images.
- Delivered white-glove IT support to C-suite.
- Manage Zendesk account provisioning and licensing.
- Administered Zoom platform, managing licensing and users, Zoom Room deployment, and iPad controller setup for executive meeting spaces.

ADDITIONAL SKILLS AND INTERESTS

Security Operations: SIEM monitoring, log analysis, detection rule creation, and alert triage using **Splunk**, and **Sysmon**.

Endpoint & Identity Security: **Jamf Pro**, **Microsoft Intune**, **Apple Business Manager**, **Entra ID**, and **CrowdStrike** for endpoint compliance, patching, and access control.

Compliance & Governance: **SOC 2** readiness, policy creation, and phishing-awareness campaigns via **KnowBe4**.

Vulnerability Management: **Greenbone Vulnerability Manager**, **Nmap**, **OWASP** testing methodologies, and custom recon scripting.

Network & Application Security: VPN configuration, SSO integration, WAF rule creation via **Cloudflare**, **DNS security**, and application hardening.

Offensive Security Practice: Hands-on penetration testing via **Hack The Box**, exploiting **SQLi**, **XSS**, **CSRF**, and file upload vulnerabilities.

Scripting & Automation: **PowerShell**, **Bash**, **Python** for system administration, reporting, and security task automation.

Professional Interests: Incident response, threat hunting, red teaming, detection engineering, and security automation.