

# Robert Hollands

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## EDUCATION

**Augusta University**, Augusta, Georgia

*Bachelor of Science in Cyber Security*

*Advanced Cyber Defender Certificate*

Dec 2025

Dec 2025

**Relevant Coursework:** Database Administration, Cyber Network Defense and Counter Measures, OS Concepts Administration, Digital Forensics, Scripting and Automation, and Enterprise System Architecture.

## CERTIFICATIONS

CompTIA CySA+, CompTIA Security+, Jamf 200

## CLEARANCE

Public Trust (Interim)

## PROGRAMMING LANGUAGES EXPERIENCE

PowerShell, Python, JavaScript, HTML, Bash, SQL, KQL, CQL, PHP, C#

## PROGRAMMING PROJECTS EXPERIENCE

### **ePortfolio**

Apr 2024 - Present

- Developed and maintain a custom ePortfolio hosted on GitHub Pages, secured with tailored Cloudflare WAF and a contact form page integrating a spam filter check with Formspre.

### **Azure Home lab**

Dec 2024 - Present

- Built an Azure web tier with VM Scale Sets behind a Load Balancer via Azure CLI.
- Configured Azure AI Vision to classify and tag images from custom datasets; automated requests and result parsing through PowerShell using the REST API.
- Deployed a web server VM and SQL Server VM configured with recurring database backups reducing data loss risk.

### **Python-based Web Scraper**

Nov 2023

- Developed a Python-based web scraper to extract advertisement data from a targeted website, ensuring compliance by analyzing robots.txt directives before collection.

### **Python-based Yahoo Crypto Tracker**

Aug 2023

- Developed a Python script to scrape and filter Yahoo Finance cryptocurrency data, exporting selected coins to CSV and JSON for analysis.

## EXPERIENCE

**Information Security Analyst at TaxSlayer LLC**, Augusta, Georgia

Sep 2025 - Present

- Take ownership of alerts, scope impact, quarantine devices, document evidence, and close remediation across CrowdStrike, Microsoft Defender, Netskope, FortiDLP, and Abnormal Security.
- Partner with engineering to roll out Seraphic and Netskope through Jamf and Intune. Created browser controls that block risky extensions, downloads, file URLs, and malicious JavaScript.
- Collaborate with IT when incidents involve identity, conditional access, or app permissions and work with the CISO to update policies when changes are needed.
- Review roles and groups on a schedule. Remove stale access and close over-privileged accounts to reduce attack vectors using Axonius connectors and CrowdStrike Identity for detection.
- Review CSPM alerts for Azure resources such as NSGs, Kubernetes clusters, VMs, and VM scale sets; partnered with DevOps to remediate misconfigurations after verification.
- Optimized patch automation trigger logic utilizing SOAR workflows within CrowdStrike boosting SLA performance from 62% to 87%.

**Help Desk Engineer at TaxSlayer LLC**, Augusta, Georgia

Sep 2024 - Sep 2025

- Administer enterprise endpoint management with Microsoft Intune, Jamf Pro, and ConnectWise Automate; deploy security patches, compliance policies, configuration profiles, and scripts to maintain a secure fleet.
- Developed and deployed custom ADMX templates to automate BIOS updates, reducing Tier 1 patching tickets and improving compliance.
- Update legacy Bash and PowerShell scripts deployed through MDM platforms.
- Automated user onboarding/offboarding for 200+ seasonal staff with PowerShell, integrating Entra ID group assignment, E5 license provisioning, KnowBe4 training, and secure password distribution.
- Created AD attribute workflow triggering KnowBe4 training by start date, eliminating manual assignment and ensuring 100% on-time training deployment.
- Configure SSO integrations for SaaS platforms via Entra, ensuring secure authentication.

## ADDITIONAL SKILLS AND INTERESTS

- Hack The Box, Try Hack Me, Automation, Scripting, Cloud Security, Threat Hunting