

Chris Shepard

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Professional Summary

Seasoned IT professional with over a decade of experience progressing from Help Desk support to Cybersecurity Analyst. Proven expertise in threat hunting, KQL scripting, security awareness training, and Microsoft security tools. Former educator and coach with natural leadership skills and a talent for communication and cross-departmental collaboration. Passionate about proactive threat mitigation and driving security culture across organizations.

Skills

- Microsoft Certified Cybersecurity Analyst
- KQL scripting and Advanced Threat hunting
- Security Awareness Training design and management (KnowBe4)
- Email threat protection (Exchange Admin, Defender for O365)
- SIEM monitoring with Microsoft Sentinel
- Strong troubleshooting and documentation skills

Certifications

- CompTIA A+, Network+, Security+, Linux+
- Microsoft SC-900, SC-200, SC-300

Professional Experience

TMC Transportation – Des Moines, IA (Remote)

Sr. Cyber Security Analyst | 2021–Present

- Monitor email-based threats via Exchange Admin and Defender for O365
- Designed and manage the internal Security Awareness Training using KnowBe4
- Lead weekly cross-departmental Security Committee Meetings
- Run weekly KPI reports to detect anomalies in logs and system events
- Monitor Microsoft Sentinel for security incidents and threats
- Assist in achieving SOC2 Type II compliance through documentation
- Work in Agile environment to manage tasks and projects

Drug Free Sport – Kansas City, MO

Desktop Support Engineer | 2019–2020

- Provided enterprise-level tech support; resolved tickets via Spiceworks
- Managed users in Active Directory and Office 365 Admin Console
- Created and deployed security awareness testing with KnowBe4
- Led Windows 10 migration for all office users
- Supported VPN, hardware, and proprietary app troubleshooting

Avesis Insurance – Phoenix, AZ

Desktop Support Engineer | 2016–2019

- Resolved tickets via Helpdesk and ServiceNow; imaged machines via SCCM
- Administered AD and Exchange accounts, managed VPN access
- Performed daily threat monitoring with Symantec Checkpoint
- Oversaw Windows 10 migration for 317+ users
- Trained users and created IT documentation; participated in on-call rotation

ViaSat Inc – Denver, CO

NOC Engineer | 2014–2015

- Provisioned modems and resolved installation issues via ServiceNow
- Monitored network issues using SPLUNK; assisted in load balancing
- Used Linux to manage accounts and database cleanups
- Supported on-site techs and participated in gateway migrations

Installation Support Expert | 2012–2014

Education

Bachelor of Science in History, Shorter College – Rome, GA (2006)

Awards

- Above and Beyond Award – Avesis (Q2 2017)