John D. Williams, MBA

Enterprise Operations Intelligence • ITAR/GSA • CyberSec
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PROFESSIONAL SUMMARY

Systems & Security Operations professional with 7+ years across SpaceX, Apple, and a funded startup. Lead incident command/service restoration in regulated environments (ITAR/GSA, public sector, aviation), harden fleets (MDM/IdP), and build operational controls/runbooks that improve uptime, SLA performance, and retention. MBA (Cybersecurity).

EXPERIENCE

SPACE EXPLORATION TECHNOLOGIES CORP. - *Bastrop, TX (Full-Time/On-Site)*   **March 2025 - Present**
Enterprise Associate (Starlink)

- Lead service restoration and compliance execution for ITAR-controlled public sector, military, and aviation customers; ensure GSA and export-control adherence under tight SLAs.
- Incident command for ~175 P1/P2 service-impact events/week; coordinate RF engineering, NOC, and logistics to restore service within SLA for public sector, aviation, and enterprise accounts
- Built and structured operational runbooks (Cybersecurity, Tax Withholding, Backhaul) for retrieval-augmented search to improve routing accuracy and reduce mis-escalations.
- Led postmortem bridges (RF engineering, NOC, logistics) during regional-impact events; drove executive comms, prioritization, and coordinated restoration plans.
- Performed forensic variance audits to recover six-figure credits; implemented recurrence controls (policy/ process) across logistics workflows.

APPLE INC. - *Houston, TX (Full-Time/On-Site)*   **October 2022 - April 2023**
SMB Account Manager (Business Expert)

- Managed 200+ SMB accounts across a $10M+ portfolio; ranked top-3 market / top-7 region in conversions.
- Deployed Jamf/Mosyle/Okta/Intune environments to harden fleets and cut support drag.
- Spearheaded vulnerability assessments, eliminating key risks within 30 days to fortify client security posture.
- Drove 15% performance lift through CRM/SAP data hygiene across 19 locations.
- Designed marketing collateral aligned with Apple's brand values and coordinated entrepreneurship workshops with Gold House speakers, for the Asia Pacific at Apple network.

PENNIES TO DOLLARS, LLC - *Denver, CO (Full-Time/Hybrid)*   **July 2020 - November 2022**
Funded start-up specializing in scalable open source development
Co-Founder - Technology Operations Manager

- Led DevOps for a startup scaling to 5,000+ users for open-source trading tools (Thinkorswim indicators), maintaining uptime during peak trading hours.
- Authored white papers on DeFi/smart contracts and blockchain scaling used in investor pitches and customer education.

APPLE INC. - *Houston, TX (Part-time/On-Site)*   **September 2017 - April 2019**
Technical Support Expert (Tier 1 -2)

- Directed a team of 20 technicians in the creation of a monthly regional technical report, including common repair procedures, new software issues, and best practices.
- Reduced technical issue resolution times by 50%.
- Delivered compliance training for U.S. DOT Hazardous Materials Regulations and instituted workflow efficiency protocols during the 2018 Battery Replacement Program.

EDUCATION

BAYLOR UNIVERSITY– *Waco, TX*   **August 2022 - May 2024**
Master of Business Administration; Cybersecurity Focus

- **Capstone Project:** Devised an NIST-aligned cybersecurity framework for a government-backed medical device firm, ensuring GDPR/HIPAA compliance and IoT security.
- **Coursework:** Operational Efficiency, Cross-functional Leadership, Finance, Accounting, Statistics, Data Analysis, Project Management, Security, and Organizational Behavior

SOUTH TEXAS COLLEGE OF LAW– *Houston, TX*   **August 2019 - December 2020**
Juris Doctor Coursework

- Completed foundational JD coursework in legal research & writing, contracts, and civil procedure before pivoting to MBA program.

BAYLOR UNIVERSITY– *Waco, TX*   **August 2013 - December 2015**
Bachelor of Arts in Film and Digital Media

CERTIFICATIONS AND SKILLS

- **Certifications:** Apple Certified (iOS Technician, Technician for Pro Products, Sales, Business Manager)
- **Technical Skills:** Jira, Confluence, Excel, SQL/PostgreSQL, pgAdmin; MDM/IdP (Jamf, Mosyle, Intune, Okta); incident/problem management, SLAs/renewals, RF triage basics; SQL and Python (coursework)
- **Soft Skills:** Stakeholder management, executive communication, conflict resolution, cross-functional leadership, data-driven decision-making

COMMUNITY LEADERSHIP

- *Tau Kappa Epsilon Fraternity, Baylor University* **(2013 - 2015):** Served as Historian and Alumni Relations Coordinator. Increased recruitment by 4.6x. Coordinated fundraising efforts for *St. Jude's Hospital*.
- *Eagle Scout Award, Boy Scouts of America: Troop 328 Circle 10* **(2009 - 2011):** Senior Patrol Leader for 75 scouts and 100+ NYLT trainees. Habitat for Humanity projects.