

Patrick Upman

Patrickwupman@gmail.com

<https://www.linkedin.com/in/patrick-upman-itsec/>

Professional Summary

Experienced IT professional with a strong track record of improving efficiency, strengthening security, and delivering top-tier support. Skilled in Security, Networking, System Repair, Helpdesk Management, and Project Leadership, I drive results through strategic problem-solving and team alignment to keep systems secure, efficient, and reliable.



Technical Skills

- Security Analysis & Remediation | Vulnerability Management | Incident Response
- PCI-DSS | NIST 800-53 | CIF | HIPPA | AWS Best Practices | ISO 27001
- Microsoft 365 | Azure | AWS Cloud Services | Network Administration
- Virtualization (VMware, VirtualBox, aws)
- Scripting (Bash, PowerShell, Python)
- Team Leadership, people management & mentoring
- Project Management | Vendor relations

Experience

Sr. Security Analyst | Authority Brands | Nov 2020 – Present

- Secure thousands of endpoints for a multibillion-dollar company through monitoring, investigation, and issue resolution.
- Manage security tools, email filtering, and Microsoft 365/Exchange.
- Lead vulnerability scans, support PCI-DSS compliance, and review third-party contracts.
- Approve access requests and guide policy enforcement across teams.
- Support complex incidents and serve as Security SME for projects and integrations.

Network and Security Administrator | TeamLogic IT | Feb 2020 – Sep 2020, Mar 2017 – May 2017

- Led helpdesk ops, escalations, and on-call rotations for startup MSP with ~100 clients (10 to 2,000 endpoints).
- Hired, trained, and managed team performance.
- Oversaw client onboarding, projects, and cybersecurity efforts.
- Delivered monthly reports and coordinated with vendors.
- Provided security guidance and performed vulnerability assessments.

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Technical Support Engineer | Next Day Blinds | Jun 2017 – Jun 2018

- Provided onsite and remote IT support for over 1,000 endpoints across 30 retail stores, a corporate office, and a factory warehouse for a multimillion-dollar enterprise.
- Ensured network performance and PCI-DSS compliance through proactive monitoring and issue resolution.
- Managed and scaled vSphere environments to meet evolving business needs.
- Executed disaster recovery operations and maintained VoIP infrastructure for business continuity.
- Oversaw inventory control and streamlined user onboarding and offboarding processes.

Technical Support Engineer | Tenable | Jul 2018 – Jul 2019

- Supported Tenable's \$3B cybersecurity platform, assisting diverse clients across government, finance, healthcare, and tech sectors.
- Guided setup, tuning, and troubleshooting of vulnerability scanners and integrations (e.g., SIEM, AD, cloud).
- Interpreted scan results, ensured compliance with industry standards, and provided remediation guidance.
- Diagnosed complex issues, documented findings, and worked with R&D to escalate and resolve product bugs.

System Support Engineer | Patient First | Aug 2012 – Mar 2017

- Provided helpdesk and onsite IT support for ~2,000 endpoints across 3 regions at a multibillion-dollar medical company.
- Directly managed IT operations for the Maryland region, covering 28 centers and 2 corporate offices.
- Supported networking, systems, and telecom teams to ensure uptime and performance.
- Led a team of three in annual infrastructure maintenance and upgrades.
- Oversaw IT setup for new facility launches within the region.

IT Specialist | Atlas Chiropractic | Oct 2011 – May 2012

- Oversaw IT and marketing infrastructure across multiple locations.
- Managed vendor relationships, Gmail accounts, website content, and social media.
- Developed training videos and executed successful marketing campaigns.

Technician | Sprint Adcomm DigiTel | Nov 2009 – Jan 2010

- Repaired devices and assisted customers with service plans and device usage.
- Provided customer service to ensure satisfaction and retention.

Moderator & Systems Technician | TKoE.us | May 2008 – Jan 2012

- Maintained networks, provided end-user support, and optimized online systems.
- Managed site content and addressed user inquiries and technical issues.

Certifications

A+ | AZ900 | CCENT | CCNA | AIF | CCP | CySA+ | Network+ | Pentest+ | Server+ | Linux+
Security+ | CASP+ | Solutions Architect Associate | Security Specialist | Sysops Admin Associate