

**Patrick Upman**

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

Experienced IT professional with a versatile skill set encompassing Security, Networking, System Repair, Customer Service, Helpdesk Management, Leadership, Project Management, and Scripting. I am aiming to leverage my expertise to enhance operational efficiency and provide outstanding customer support within corporate environments. Proficient in team leadership and project management, I bring a holistic understanding of IT systems and a strategic problem-solving approach. Committed to optimizing operations, fostering collaboration, ensuring seamless issue resolution, and contributing to the overall success of the organization.

**Sr. Security Analyst**

**Authority Brands | Nov 2020 - Present**

I monitor, investigate, and remediate security issues, ensuring the integrity of sensitive data. I manage the security software portal, Email filter, and Microsoft 365/Exchange environments to enhance our security posture. Additionally, I conduct vulnerability scans and assist with PCIDSS Scans/questionnaires, maintaining compliance standards. Collaborating with cross-functional teams, addressing vulnerabilities and enforcing company policies and best practices. I am responsible for approving security requests, including remote travel access and third-party application requests. Providing additional support to the Helpdesk and System Admins, I resolve complex security-related issues. Furthermore, I act as a Security Subject Matter Expert (SME) for projects and brand onboarding post-acquisition.

**Network and Security Administrator**

**TeamLogic IT | Feb 2020 - Sep 2020, Mar 2017 - May 2017**

As the Network and Security Administrator, I concurrently led the helpdesk, leveraging my seasoned expertise and industry seniority. Overseeing diverse responsibilities such as case assignments, escalated technical support, and on-call rotations. I played a central role in hiring, conducting interviews, and training new team members. Managing client onboarding and project execution, I actively contributed to cybersecurity efforts, addressing issues like compromised systems, security training, and vulnerability assessments. In addition to providing expert guidance on security best practices, I generated and presented monthly client progress reports. Engaging with vendors, supporting client infrastructure, and contributing to project planning, ensuring the overall success of the organization and associated projects.

**Technical Support Engineer**

**Tenable | Jul 2018 - Jul 2019**

I delivered extensive technical support to end users, aiding in Tenable product setup and issue resolution. Assisted clients in interpreting vulnerability scan results for compliance with industry standards, closing Cyber Exposure gaps. Diagnosed, researched, reproduced, and reported bugs, collaborating closely with Research & Development.

**Technical Support Engineer**

**Next Day Blinds | Jun 2017 - Jun 2018**

Provided comprehensive onsite and remote support to users, including network monitoring and security scans for PCI DSS compliance. Managed the vSphere environment, expanding virtual machines and disk space as required. Conducted disaster recovery using AppAssure QRR and Mozy. Oversaw the VoIP system, managed inventory, and facilitated supply ordering. Expedited tickets to appropriate techs and served as a liaison for Manufacturing and Human Resources. Conducted new hire orientations, onboarding, and terminations.

## System Support Engineer

Patient First | Aug 2012 - Mar 2017

As part of my responsibilities, I worked the helpdesk queue, serviced equipment, and provided auxiliary support for the networking, system administrators, and telecommunication teams. I played a crucial role in facilitating projects, including the setup of new center infrastructure. Additionally, I offered end-users knowledge and training on internet and technology use policies. I was responsible for providing support to the staff and infrastructure of medical centers and administrative offices in my region. I also extended backup support to surrounding regions as needed. Moreover, I led a three-person team in conducting annual maintenance on the technical infrastructure of all medical centers and administrative offices.

## IT Specialist

Atlas Chiropractic | Oct 2011 - May 2012

As the sole IT technician, I assumed responsibility for overseeing both marketing and technical infrastructure across multiple office locations. This encompassed serving as the primary point of contact for service providers and vendors, delivering technical support, and managing the maintenance of end stations, printers, and file servers. I also efficiently managed Gmail accounts, website content/domain, and social media platforms. Furthermore, I spearheaded the creation of training videos, developed marketing materials, and executed a successful Groupon campaign.

## Moderator & Systems Technician

TKoE.us | May 2008 - Jan 2012

I was responsible for maintaining and optimizing the online presence, security, and updates of networks and systems. Additionally, I provided comprehensive end-user support and collaborated closely with vendors to ensure product availability while negotiating pricing. Moreover, I managed site content and promptly addressed user requests and ban appeals to uphold a seamless online experience.

## Technician

Sprint Adcomm DigiTel | Nov 2009 - Jan 2010

Performed repairs on cell phones, air cards, and Sprint/Nextel devices, demonstrating expertise in troubleshooting and resolving issues. Assisted customers in selecting service plans, devices, and accessories, offering personalized recommendations tailored to their needs. Delivered exceptional customer service by providing comprehensive guidance on device and service usage, ensuring customer satisfaction and retention.

## Certifications:

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

