

## RANDY WADE

randalwadejr@gmail.com | 586-206-5715 | <https://www.randyrwade.com>

### EDUCATION & CERTIFICATIONS

---

Walsh College, NSA Center of Academic Excellence in Cyber Defense, Troy, MI  
**Bachelor of Science in Information Technology**, December 2018

**CompTIA:** Security+, Network+, IT Fundamentals+

### WORK EXPERIENCE

---

Thompson-Phelan Group Inc, Ira Township, MI

**System Administrator**, January 2017-Present

- Conduct vulnerability scans using BelManage BelSecure, Nmap and Tenable Nessus.
- Assess the firm's current security posture by conducting CIS control assessments.
- Implement best practice security measures based on the CIS Benchmarks.
- Monitor vulnerability email reports from US-Cert and 3<sup>rd</sup> party vendors.
- Develop formal policies and procedures related to information systems and technology use.
- Responsible for System (OS and Application) Administration for 75+ assets (100% of the organization).
- Maintain HP ESXi host server with Microsoft Windows Server 2016 and Ubuntu Linux guests.
- Monitor and track support progress using Spiceworks Cloud Helpdesk ticketing system.
- Maintain a detailed inventory of all hardware and software assets.
- Research 3<sup>rd</sup> party vendor products and present findings to management.

Micro Center, Madison Heights, MI

**General Sales Associate**, October 2016-January 2017

- Provided useful information to customers on product offerings and retained a 100% customer satisfaction rating.
- Conducted research on specialized customer needs and contacted customer to follow up with findings.
- Provided options to meeting customer needs, while communicating any cost-performance tradeoffs.
- Diagnosed computer problems and documented conclusions in Astea ticketing system.

Michigan Ticketing Services LLC, Sterling Heights, MI

**Field Analyst**, December 2012-September 2016

- Provided technical support to 15 onsite employees.
- Monitored incoming and outgoing supply deliveries.
- Conducted daily reports and presented findings to management.

### TECHNICAL SKILLS

---

- Ability to work independently and proactively, and collaboratively as part of a team.
- Excellent oral and written communication skills and ability to interact with all levels of management.
- Experience training new employees on software and company procedures.
- Extensive knowledge of all common business-related IT functions.
- Experience reviewing Adobe, Autodesk and Microsoft SLAs to maintain software compliance.
- Demonstrate integrity, ethics and professional conduct at all times.
- Experience with Microsoft Office 365 Administration.
- Developed process improvements utilizing Office 365 resources: Microsoft Power Automate and PowerApps.
- Experience creating online documentation for processes and procedures.
- Ability to provide world class customer service in any environment.
- Understanding of how to research and evaluate potential threats and vulnerabilities based on the CVSS.
- Experience identifying and patching vulnerabilities using Tenable Nessus, BelManage BelSecure and ManageEngine Patch Manager Plus.