

Gerald Bruce Andrews III

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WORK EXPERIENCE

Cloud Analyst

Sep. 2022 – Present

CDW

Remote

- Team member of a Microsoft Azure Scrum team to monitor and secure production environments as well as assisting with threat detection and response
- Ranked among the top 5 performers on the Azure Cloud Service Provider team based on ServiceNow ticket metrics
- Presented to Microsoft auditors over multiple Azure services ensuring compliance and contributing to a successful Managed Service Premier Partnership with Microsoft
- Built and manage our Elastic Engineering service within the Azure Managed Services team, resulting in five- and six-figure client contracts

Information Technology Specialist

Nov. 2021 – Sep. 2022

Unconfusing Technology

Auburn, AL

- Investigated and resolved security incidents for over 60 clients across the country, performing on-site and on-call work
- Administered identity and access management (IAM) across multiple platforms, enforcing least-privilege policies to reduce security risks
- Led the deployment of a mobile device management (MDM) framework, integrating endpoint security controls to monitor and protect client devices
- Performed system administration and vulnerability assessments on physical/virtual servers and cloud environments to ensure secure configurations
- Supported client migrations by implementing security standards and conducting risk assessments during technology transitions.

Information Technology Support Specialist

May 2021 – Nov. 2021

Global K9 Protection Group

Opelika, AL

- Designed and maintained a help desk system serving 200+ employees resulting in drastic improvements in incident response time
- Performed Global Administrator duties and troubleshooting in Office 365/Azure, mobile device management platform, proprietary company software
- Developed and optimized a Microsoft 365 email spam filter, analyzing phishing threats and updated based on patterns
- Managed user access and device deployment, ensuring secure onboarding and compliance with company policies
- Maintained a semi-automated alert system to monitor client site activity, escalating potential security incidents for further investigation

EDUCATION

Columbus State University

Columbus, GA

Bachelor of Science in Information Technology

May 2016 – May 2021

CERTIFICATIONS

Certificate of Cybersecurity | *Columbus State University*

May 2021

Security+ | *CompTIA*

April 2022

Scrum Fundamentals Certified | *SCRUMstudy*

September 2022

Network+ | *CompTIA*

October 2022

Microsoft Azure Fundamentals (AZ-900) | *Microsoft*

October 2022

AWS Certified Cloud Practitioner | *Amazon Web Services*

May 2023

Certified in Cybersecurity Certification (CC) | *ISC2*

April 2024

Cybersecurity Analyst (CySA+) | *CompTIA*

August 2024

Microsoft Azure AI Fundamentals (AI-900) | *Microsoft*

May 2025

SKILLS AND INTERESTS

Hard Skills: Customer service; Sales; Microsoft Azure; Amazon Web Services; Salesforce; Contracts and scoping; Identity Access Management; Windows/Mac/Linux OS knowledge; CyberArk; basic SQL; backups; virtualization; networking; ServiceNow; ticketing; hardware replacement; device setup and deployment; Scrum and Agile workflow

Soft Skills: Critical thinking; leadership; curiosity; adaptability; working in a stressful environment; listening; positive attitude; humor

Interests: Esports; golden retrievers; Auburn football; my wife; video games; going to Florida; finance; golf; Reddit; crypto; real estate