

**MARKAS L. WILLIAMS**  
**Systems Engineer-Information Technology**  
Tampa, FL | 813-955-1163 | Clearance: Secret

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Adaptable Systems Engineer and military veteran with 20+ years of experience in high-pressure environments. Proficient in delivering technology solutions with strong problem-solving skills and exceptional customer service. Expert in task management, detail-oriented planning, and committed to continuous learning through hands-on labs and self-study.

### **Education**

#### **Saint Leo University**

**Bachelor of Science-** Computer Information Systems | GPA 3.74 Cum Laude

Sept 2023

### **Projects**

#### **My-IT-Journey Project Website**

Dec 2023 - Present

Developed a responsive personal website using Visual Studio Code for CI/CD automation tools, GitHub for version control, and Azure Storage utilizing Azure DevOps and Azure App Services.

### **Work Experience**

#### **IT Specialist-Systems Administrator**

Jan 2022 - Present

Self-Employed | Tampa

- Ability to prioritize a scalable Microsoft Azure-based cloud architecture for a custom home lab, boosting computer system efficiency by 25%, demonstrating my expertise in managing application insights, Azure Monitor, and networking with a focus on managing cost, performance, and security.
- Experienced in managing Azure cloud services, implementing identity management and access control, and configuring RBAC for up to 25 users. Skilled in utilizing Microsoft Azure cloud infrastructure to design disaster recovery solutions, enhancing business continuity and resilience.
- Proficient in VMware/Linux administration using development tools for system configurations, system automation, and Bash/Python programming languages. Successfully deployed and managed virtual machine infrastructure environments, improving resource allocation and boosting system efficiency by 45%.
- Applied critical thinking skills to create ARM automation scripting language using Azure Portal (PowerShell/Azure CLI) to streamline deployment processes, cutting manual effort by 30% and enhancing deployment accuracy by implementing infrastructure as code.
- Implemented Microsoft Defender for cloud for end users, enhancing cloud security and reducing malware threats by 40% through robust measures, including multi-factor authentication (MFA) for secure sign-ins.

#### **Senior Program Manager (IT Asset Manager)**

Jan 2014 - Dec 2022

MacDill Air Force Base | Tampa, FL

- Senior lead manager of all Non-Destructive Testing Technology (NDT) operations, computer systems, and testing in support of the 6th Air Mobility Squadron. Provided interpersonal communication skills to

interact effectively regarding inspections, digital operations, and support equipment valued at \$1.4 million.

- Managed IT asset installation, maintenance, and monitoring the performance of 106 assets worth \$125,000, ensuring 100% inventory accuracy for 300+ users. Applied strong attention to detail in documentation, SOP performance, auditing and data integrity to meet best practices and security standards.
- Provided technical support while deployed overseas by collaborating with cross-functional teams on a comprehensive IT infrastructure networking plan. Restored \$52,000 in unserviceable laptops and ensured 145 personnel had access to up-to-date technical data with detailed backup and recovery plans.
- Experienced in researching, troubleshooting, and resolving issues with operating systems, printers, laptops, and mobile devices, ensuring peak performance and reduced downtime. Skilled in root cause analysis and delivering efficient, reliable solutions.
- Interned as a ServiceNow Platform Engineer, supporting client projects in retail, manufacturing, and government. Actively responded to incident tickets and participated in a 4-month ServiceNow Certification Program training in Azure Active Directory administration, implementation, and development while collaborating with partners and enhancing team dynamics.

## **Awards**

**Air Force Commendation Medal (3)**

**Air Force Achievement Medal (4)**

**Humanitarian Service Medal**

## **Certificates**

<b>Microsoft Azure Fundamentals AZ-900</b> Microsoft Inc.	Aug 2024
<b>Networking and Administration Fundamentals</b> LinkedIn Learning Inc.	Jul 2024
<b>Google IT Support Professional Certificate</b> Coursera Inc.	May 2024

## **Interests**

- Willingness to travel to increase professional knowledge.
- Painting and Carpentry projects during downtime.
- Learning something new about a person, place, or thing every day.
  - **In Pursuit for 2024/25:** CompTIA Security+, Microsoft Azure Associate (AZ-104) & Red Hat RHCSA.