

# WADE BACHELDER

Lathrop CA, 95330 | E: [wade@wadebach.com](mailto:wade@wadebach.com) | P: 209-704-2230

## PROFESSIONAL SUMMARY

Dedicated and accomplished application developer, multi-hat information systems engineer and manager with a passion for learning. I have an extensive background with the full lifecycle of systems, devices, networks, databases, software, cybersecurity, and compliance while ensuring optimal system performance.

## WORK EXPERIENCE

[KAI PARTNERS - Roseville CA \(Remote\)](#)

**January 2022 – Present**

SYSTEM ENGINEER II

- Engineered client side and backend support for Windows servers, phones (VOIP), networks, Windows workstations, handheld devices, and printers.
- Implemented Tier 2 and 3 IT support issues utilizing PowerShell for diagnostics, automation, software installation, OS patching and administration and increased production by 10%.
- Configure, implement, maintain, and troubleshoot Microsoft technology stacks (Azure, Teams, Exchange, SharePoint, OneDrive, Power BI, Security and Compliance).
- Oversee Cybersecurity posture along with Infosec awareness training campaigns.
- Expanded self-help and technical documentation for MSP team using IT Glue.
- Migrated corporate website to internal Microsoft Azure and WordPress Application Service.
- Application administrator for NOVA – California Community Colleges.

[TOTLCOM - Ceres CA \(Remote\)](#)

**October 2020 – January 2022**

SYSTEM ENGINEER II/III

- Resolved client side and backend support for Windows servers, phones (VOIP), networks, Windows workstations, handheld devices, and printers.
- Solved Tier 2 and 3 IT support issues utilizing PowerShell for diagnostics, automation, software installation, OS patching and administration.
- Configured, implemented, maintained, and troubleshoot Microsoft technology stacks (Active Directory, Teams, Exchange, SharePoint, OneDrive, Security, Compliance and Azure).
- Adapted and sustained self-help and technical documentation for MSP team using IT Glue.

[LAYER 3 IT - Turlock CA \(On-Site/Remote\)](#)

**August 2019 - September 2020**

SYSTEM ENGINEER II

- Supported client side and backend support for Windows servers, phones (VOIP), networks, Windows workstations, handheld devices, and printers.

- Applied Tier 2 and 3 IT support issues utilizing PowerShell for diagnostics, automation, software installation, OS patching and administration.
- Configured, implemented, maintained, and troubleshoot Microsoft technology stacks (Active Directory, Teams, Exchange, SharePoint, OneDrive, Security, Compliance and Azure).
- Constructed self-help and technical documentation using IT Glue.

#### HILLTOP RANCH, Ballico, California

**September 2018 – January 2019**

IT SPECIALIST

- Provided self-help and technical documentation, phones (VOIP), networks, Windows workstations, devices, and printers.
- Tier 2 IT support.

#### THE MORNINGSTAR COMPANY, Los Banos, California

**September 2015 – April 2018**

INFORMATION SYSTEM MANAGER

- Created and preserved self-help documentation, desktop support including phones (VOIP), networks, Windows computers, devices, and printers.
- Tier 2 IT support.
- Developed application software as a service solution (SAAS - Software Distribution Models) using ColdFusion for all colleagues in a cost-effective timely manner.

#### SINGLE POINT OF CONTACT, Los Banos, California

**April 2011 – September 2015**

HELPDESK SUPPORT and SAAS APPLICATIONS DEVELOPER

- Programmed extensive intranet application development life cycle using ColdFusion, jQuery, and SQL.
- Provided desktop support troubleshooting software and hardware problems.
- Responsible for the repair and maintenance of workstations, printers, monitors, scanners, and other hardware.

#### ATTAINIA, Mountain View, California

**April 2001 – July 2010**

SAAS APPLICATIONS DEVELOPER and SYSTEMS ADMINISTRATOR –

- Developed extensive application development life cycle using ColdFusion, jQuery, and SQL.
- Desktop support includes troubleshooting software and hardware problems.
- Responsible for the repair and maintenance of workstations, printers, monitors, scanners, and other hardware.

## CONSULTATION

BLACK CAT WHITE HAT SECURITY LLC

<https://blackcatwhitehatsecurity.com>

Owner

**March 2023 – Present**

Cybersecurity Plans, Policies, Assessments, Audits, Risk Register, Plans of Actions and Milestones, Monitoring and History. NIST SP 800-171 Rev 2, Microsoft Secure Score, HIPPA, PII and Financial Data protection. Infosec institute integration for creating risk profiles and plans of actions for high-risk users. IT Glue configuration integration for device risk management. SIEM tool for post incident analysis.

## EDUCATION

University of Southern Maine

1993-1996

Computer Science

Information Risk, Privacy and Security Manager

**Infosec Institute**

November 2022 – Present

Classes of note: CISSP, CIPT, CIPP/US, CIPP/E, CIPM, CISM, CISA, CRISC, PMP and NIST RMF

## SKILLS

### SOFTWARE and HARDWARE SKILLS

Active Directory (AD), Bitdefender, ColdFusion, Cascading Style Sheets (CSS), Dynamic Host Configuration Protocol (DHCP), Domain Naming System (DNS), File Transfer Protocol (FTP), IOS, JavaScript, jQuery, Local Area Network (LAN), Microsoft Exchange, Microsoft Office 365 Suite (Outlook, OneDrive, Word, Excel, PowerPoint, Visio), Microsoft SQL Server and Management Studio, Palo Alto Networks Firewall, PowerShell, Sophos (Endpoint / Firewall / UTM), Switches (Cisco, HP and Unifi), Internet Protocol Suite (TCP/IP), TeamViewer, Virtual Private Network (VPN), VMware, Webroot, Windows Operating Systems, Windows Disk Imaging and Windows Servers.

### CLOUD SKILLS

Adobe Admin, Amazon Web Services (AWS), Barracuda, Datto, Dropbox, Google Suite, Infosec, IT Glue, Jive, LogMeIn, Lucid Charts, Microsoft Suite (Azure, AAD, Office 365, Exchange, OneDrive, Partner, SharePoint, Security and Compliance), PAX8, SkyKick and Unifi Controller.

### CYBERSECURITY SKILLS

Awareness Training, Cloud Security, Data Privacy and Security, Information Security, Incident Response, Microsoft Security, Penetration Testing, Risk Management, Security Controls, SIEM, System Security, Vulnerability Assessments and Vulnerability Management.

### TICKETING SYSTEMS SKILLS

Atera, ConnectWise Manage, ServiceNow, Kaseya Autotask, Kaseya BMS & SolarWinds Service Desk.

## REMOTE MONITORING and MANAGEMENT SYSTEMS (RMM) SKILLS

Atera, ConnectWise (Control and Automate) and Kaseya VSA.

## API INTEGRATION SKILLS

Infosec Institute (Skills and IQ) and Kaseya (IT Glue, BMS & VSA).

## SOFT SKILLS

Problem-solving, integrity, dependability, adaptability, teamwork, critical thinking, empathy, time management, engagement, retention, communication, creative, perseverance and resourceful.

## CERTIFICATIONS

<https://wadebach.blackcatwhitehatsecurity.com/>

## PUBLICATIONS

### PowerShell - wbMSPmodule 1.3

<https://www.powershellgallery.com/packages/wbMSPmodule/1.3>

## ADDITIONAL

### Website

<https://wadebach.blackcatwhitehatsecurity.com/>

### LinkedIn

<https://www.linkedin.com/in/wadebach/>