WADE BACHELDER

Lathrop CA, 95330 | wade@wadebach.com | wadebach.com

PROFESSSIONAL SUMMARY

Dedicated and accomplished application developer and information systems security engineer with a track record of successfully managing the full lifecycle of diverse systems, networks, and databases. Proficient in programming languages such as ColdFusion and PowerShell, with expertise in cybersecurity and HIPAA compliance. Known for implementing robust solutions that enhance system performance and security.

WORK EXPERIENCE

BLACK CAT WHITE HAT SECURITY LLC., Lathrop CA

March 2023 – Present

OWNER – https://blackcatwhitehatsecurity.com

- Creating Governance, Risk and Compliance (GRC) tools that promote Holistic Cybersecurity Strategies, Thorough Security Assessments, Comprehensive Risk Management, Collaborative Risk Profiling, Device Asset Management, Cultivating Strong Governance Practices and Ensuring Compliance Excellence.
- **BCWHSendpoint 1.0** PowerShell Module: Windows Endpoint Security: https://www.powershellgallery.com/packages/BCWHSendpoint/1.0
- **BCWHSendpointIR 1.0** PowerShell Module: Windows Endpoint Incident Response: https://www.powershellgallery.com/packages/BCWHSendpointIR/1.0

KAI PARTNERS INC., Roseville CA

January 2022 – Present

SYSTEM ENGINEER II

- Engineered client-side and backend support for diverse IT infrastructure, including Windows servers, VOIP phones, networks, workstations, handheld devices, and printers.
- Implemented PowerShell scripts to diagnose and automate Tier 2 and 3 IT support issues, resulting in a 15% increase in production and decrease in support tickets. Leveraged automation for software installation, OS patching, Incident Response and Administration.
- Configured, implemented, and maintained Microsoft technology stacks such as Azure, Active Directory, Compliance, Exchange, OneDrive, Security, SharePoint, and Teams.
- Increased Microsoft Secure Score by implementing Microsoft security recommendations for MSP clients.
- Decreased Kaseya VSA and Microsoft's Defender for Endpoint Security vulnerabilities by 80%.
- Lead Cybersecurity awareness training campaigns using Infosec Institute. Created unique score card for end-users using ColdFusion and their API.
- Created Cybersecurity plans, policies, and procedures for MSP clients.
- Created HIPAA plans, policies, and procedures for MSP clients.

- Expanded self-help, technical documentation and standard operating procedures for MSP team using Kaseya IT Glue.
- Application administrator for NOVA – California Community Colleges.

TOTLCOM, Ceres CA
October 2020 – January 2022
SYSTEM ENGINEER II/III

- Provided comprehensive client-side and backend support for diverse IT infrastructure, including Windows servers, VOIP phones, networks, workstations, handheld devices, and printers.
- Resolved Tier 2 and 3 IT support issues efficiently by utilizing PowerShell for diagnostics, automation, software installation, OS patching, and administration.
- Configured, implemented, and maintained Microsoft technology stacks such as Azure, Active Directory, Compliance, Exchange, OneDrive, SharePoint, Security, and Secure Score.
- Collaborated with the MSP team to develop and maintain self-help resources and technical documentation using IT Glue, streamlining troubleshooting processes and enhancing team productivity.
- Led successful implementation projects for Microsoft technology upgrades, resulting in improved system performance and enhanced cybersecurity measures.

LAYER 3 IT, Turlock CA
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, and maintained Microsoft technology stacks such as Azure, Active Directory, Compliance, Exchange, OneDrive, SharePoint, Security, and Secure Score
- 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.

EDUCATION

University of Southern Maine
1993-1996
Computer Science

Professional Development:
Information Risk, Privacy, and Security Manager: **Infosec Institute** November 2022 – Present
Courses of Note: CISSP, CIPT, CIPP/US, CIPP/E, CIPM, CISM, 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), HIPAA SRA Tool, 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, Active Directory, Compliance, Defender for Office, Defender for Endpoint, DLP, Exchange, Intune, OneDrive, Power BI, SharePoint, and Teams), 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 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), Continuum/TDS and Kaseya VSA.

PUBLICATIONS
PowerShell - wbMSPmodule 1.3
https://www.powershellgallery.com/packages/wbMSPmodule/1.3/

PowerShell - BCWHSendpoint 1.0
https://www.powershellgallery.com/packages/BCWHSendpoint/1.0/

PowerShell - BCWHSendpointIR 1.0
https://www.powershellgallery.com/packages/BCWHSendpointIR/1.0/

LINKEDIN
https://www.linkedin.com/in/wadebach/