



Patrick Upman  
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## Professional Summary

IT and Security professional committed to helping organizations improve their support operations and strengthen their security posture. Experienced in securing enterprise environments, managing cloud and M365 platforms, and resolving complex technical issues. Focused on delivering reliable support, reducing risk, and building systems that keep businesses running smoothly.

## Technical Skills

Security Analysis | Incident Response | Vulnerability Management | PCI-DSS | HIPAA | NIST AWS | Azure | Microsoft 365 | Network Admin | vSphere | Scripting | Helpdesk Leadership | Project Coordination | Vendor Management | FAA Part 107 Certified

## Certifications

AWS Security Specialty | Solutions Architect Professional | CASP+ | SysOps Associate | CySA+ | Pentest+ | Security+ | Network+ | Server+ | Linux+ | A+ | AZ-900 | CCENT | CCNA | AWS Certified Cloud Practitioner | AWS AI Fundamentals

## Experience

Sr. Security Analyst | Authority Brands | Nov 2020 – October 2025

Managed endpoint security, email protection, vulnerability scans, PCI support, and access reviews. Investigated incidents and served as security SME for projects and integrations.

Network & Security Admin | TeamLogic IT | Feb - Sep 2020, Mar - May 2017

Led helpdesk ops for multiple clients. Managed tickets, escalations, onboarding, and cybersecurity efforts. Conducted assessments and coordinated vendor support.

Assistant Project Manager | Howard Tech Advisors | Aug 2019 – Jan 2020



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Supported a 5,000-workstation Windows 7 upgrade. Managed a small team and ensured project delivery.

### Technical Support Engineer | Tenable | Jul 2018 – Jul 2019

Supported customers deploying and tuning vulnerability scanners and integrations. Provided remediation guidance and escalated complex issues.

### Technical Support Engineer | Next Day Blinds | Jun 2017 – May 2018

Supported 1,000+ endpoints across retail, corporate, and warehouse sites. Maintained networks, vSphere, DR, and VoIP. Ensured PCI compliance.

### System Support Engineer | Patient First | Aug 2012 – Mar 2017

Delivered onsite/remote support for ~2,000 endpoints across multiple regions. Assisted network, systems, and telecom teams and supported new facility launches.

### IT Specialist | Atlas Chiropractic | Oct 2011 – May 2012

Managed IT for multiple locations, websites, social media, and vendor relationships.

### Moderator & Systems Technician | TKoE.us | May 2008 – Jan 2012

Maintained systems, networks, and user support.

### Technician | Sprint Adcomm DigiTel | Nov 2009 – Jan 2010

Performed Hardware device repair and customer support.

