ROBERT SEAY

Cybersecurity Analyst with experience securing and supporting enterprise environments across 5,500+ users, 3,300+ endpoints, and 50+ locations. Specializes in security operations, incident response, identity and access management, and enterprise infrastructure support. Experienced in investigating security incidents, coordinating with SOC providers, developing security programs, and solving operational challenges through automation and process improvement.

CYBERSECURITY & TECHNICAL SKILLS

Security Operations: Elastic, LevelBlue, Barracuda, Defender for Office 365, KnowBe4

Identity & Access Management: Microsoft Entra ID (Azure AD), Active Directory, MFA, Conditional Access, Identity Lifecycle Management, EntraPass

Email Security: Exchange Online, Message Trace, Mail Flow Analysis, Phishing Investigation, Mailbox Rule Analysis

Automation: PowerShell

Infrastructure: Microsoft 365, Windows 10, Windows Server 2012 R2/2016, FreePBX, 8x8, ManageEngine, Spiceworks

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CERTIFICATIONS

- **CompTIA A+ (Active)**

PROFESSIONAL EXPERIENCE

Cyber Security Analyst – Summit Companies, Richmond, VA

July 2022 – Present

- **Serve as the primary internal cybersecurity resource supporting 5,500+ users, 3,300+ endpoints, and 50+ locations, leading investigation and remediation efforts for phishing, malware, identity compromise, anomalous logins, and SOC-generated alerts**
- **Investigate and remediate security incidents using Elastic SIEM, Barracuda, Microsoft Entra ID, Exchange Online, Defender for Office 365, and external SOC resources while coordinating with vendors and service providers**
- **Manage identity lifecycle and access controls across Microsoft Entra ID and Active Directory, including MFA administration, Conditional Access, provisioning, access reviews, role-based access governance, and EntraPass administration**

- **Developed foundational security policies, procedures, WISP documentation, compliance matrices, and incident response processes as part of building and maturing the organization's cybersecurity program**
- **Established and administered enterprise security awareness and phishing simulation program for 4,000+ users, reducing phishing susceptibility from 61% to 25%**
- **Participate in risk assessments, audits, penetration testing activities, and remediation planning efforts**
- **Developed PowerShell automation supporting enterprise-scale identity lifecycle management, provisioning, validation, and remediation workflows, enabling recurring review and correction of 5,600+ directory accounts**
- **Assisted in development of portable "office in a box" solutions supporting acquisitions and operational recovery scenarios**
- **Maintained high-volume ticket resolution metrics, contributing 16.5% of total team output on a 9-person team**
- **Led migration from FreePBX to 8x8, including remote provisioning of Polycom SIP phones**

Tier 1 Helpdesk – Fire and Life Safety America, Richmond, VA

November 2018 – July 2022

- **Provided enterprise technical support across multiple branch locations while supporting security, infrastructure, and operational continuity initiatives**
- **Assisted in ransomware recovery operations, restoring partial business functionality within 7 days and majority operations within 30 days**
- **Established and administered KnowBe4 security awareness training program for 1,000+ users, reducing phishing failure rates from 34% to 4%**
- **Assisted in deployment and administration of EntraPass access control systems across 13 locations**
- **Became primary administrator of FreePBX phone system following migration from Skype**
- **Improved mobile device management processes using Apple DEP, Meraki, and Microsoft solutions**

IT Contract Worker – Fire and Life Safety America, Richmond, VA

February 2018 – November 2018

- **Delivered Tier 1 and Tier 2 technical support, managed Active Directory account provisioning, assisted with EntraPass administration, and supported enterprise office expansion projects**
- **Implemented Apple Device Enrollment Program and prepared workstation deployments for enterprise users**

IT Contract Worker – Hamilton Beach, Richmond, VA

September 2017 – December 2017

- **Supported PC and telephony relocation efforts during enterprise facility remodel**

IT Contract Worker – University of Richmond, Richmond, VA

August 2017 – September 2017

- **Resolved IT issues during peak back-to-school operations, generating 507 tickets, achieving 85% first-contact resolution, and maintaining a 7:20 average call time against a 20-minute target**

CYBERSECURITY TRAINING & LABS

TryHackMe (Ongoing)

- **Completed: Cyber Security 101, Pre Security, Security Engineer, DevSecOps, CompTIA Pentest+**
- **In Progress: SOC Level 1 (75%), AI Security (49%)**

EDUCATION

Bachelor of Science in Information Technology
Stratford University, Glen Allen, VA
June 2015