Wade Bachelder

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Professional Summary

Systems Security Engineer, ColdFusion Developer, and IT Consultant with a proven track record of optimizing enterprise IT operations, automating security workflows, and enhancing compliance. Skilled in streamlining infrastructure management, reducing risks, and implementing robust security measures. Adept at PowerShell scripting, cloud technologies, and Governance, Risk, and Compliance strategies to drive business success.

Work Experience

Systems Engineer

KAI Partners Inc, Roseville, California | 2022 – 2024

- Optimized IT operations by developing robust support systems for a diverse infrastructure, streamlining performance across Windows servers, workstations, VOIP, networks, handheld devices, and printers, reducing client downtime by 30%.
- Enhanced productivity and minimized support workload by crafting and refining PowerShell scripts for tier 2 and 3 IT support, automating software deployment, OS patching, incident response, and administrative tasks, reducing client tickets by 25%.
- Successfully configured, administered, and sustained Microsoft Azure technology stacks (Active Directory, Compliance, Entra, Exchange, OneDrive, Security, SharePoint, and Teams).
- Elevated Microsoft Secure Score by implementing Microsoft security recommendations for clients.
- Successfully mitigated vulnerabilities in Microsoft Defender for Endpoint Security.
- Efficiently managed Windows operating system (OS) and third-party patching processes.
- Designed and executed successful cybersecurity awareness training campaigns.
- Delivered comprehensive cybersecurity and HIPAA plans, policies, and procedures.
- Authored self-help technical documentation and standard operating procedures.
- Deployed Plans, Policies, and Procedures for Governance, Risk, and Compliance.
- Developed Standard Operating Procedures for IT employees.

Systems Engineer

TOTLCOM, Ceres, California | 2020 – 2022

- Increased organizational efficiency by designing and implementing comprehensive IT support solutions, ensuring seamless functionality across Windows servers, workstations, VOIP, networks, handheld devices, and printers, increasing client uptime by 30%.
- Streamlined IT operations and reduced support tickets by leveraging PowerShell automation to optimize software installation, OS updates, incident management, and system administration for tiers 2 and 3 support, reducing client tickets by 25%.
- Successfully configured, administered, and sustained Microsoft Azure technology stacks (Active Directory, Compliance, Entra, Exchange, OneDrive, Security, SharePoint, and Teams).
- Efficiently managed Windows operating system (OS) and third-party patching processes.

Systems Engineer

Layer 3 IT (Acquired by TOTLCOM), Ceres, California | 2019 – 2020

- Drove operational improvements by engineering scalable IT support frameworks that enhanced reliability and performance for Windows servers, workstations, VOIP, networks, handheld devices, and printers.
- Drove efficiency gains and cut down support requests by designing and enhancing PowerShell scripts that automated key IT support functions, including software installation, OS patching, incident resolution, and administration.
- Successfully configured, administered, and sustained Microsoft Azure technology stacks (Active Directory, Compliance, Entra, Exchange, OneDrive, Security, SharePoint, and Teams).
- Efficiently managed Windows operating system (OS) and third-party patching processes.

Information System Manager
The Morningstar Company, Los Banos, California| 2015 – 2018
- Boosted IT support efficiency by architecting solutions that improved system uptime and responsiveness across Windows servers, workstations, VOIP, networks, handheld devices, and printers.
- Developed application software as a service solution (SAAS - Software Distribution Models) using ColdFusion for all colleagues in a cost-effective timely manner.
- Thwarted a 3-year theft ring with application software that brought visibility to internal spending which $1.5 million per year was stolen from product inventory in the farming department.

Help Desk Technician
Single Point of Contact, Los Banos, California | 2011 – 2015
- Enhanced operational efficiency by engineering support for diverse IT infrastructure, including Windows servers and workstations, VOIP, networks, handheld devices, and printers.
- Increased production and reduced support tickets for tier 2 and 3 IT support for software installation, operating system patching, incident response, and administration.
- Uncovered $220,000 in theft from product inventory in the maintenance department.

Key Skills

Programming & Automation: Adobe ColdFusion, API Development, CSS, HTML, JavaScript, jQuery, JSON, Microsoft Graph API, and PowerShell.
Security & Compliance: Awareness Training, Cybersecurity, Data Loss Prevention (DLP), Data Privacy, Endpoint Security, GRC, HIPAA Compliance, Incident Response, Microsoft Defender, Risk Management, and Security Controls.
Cloud & Infrastructure: Active Directory (Entra AD), AWS, Citrix (Studio, Director), Cloud Security, Google Cloud Platform, Microsoft 365 Suite, Microsoft Azure, and Virtualization (VMware, Hyper-V).
IT Support & Administration: Automation Tools (Kaseya, Atera, ConnectWise), DHCP, DNS, IT Documentation, LAN, Networking (VOIP, Firewalls, VPNs), Patch Management, SmartDeploy, Software as a Service (SaaS), Switches (Dell, Cisco, HP, Unifi), TeamViewer, Unifi Controller, Windows Servers, and Workstations.
Other Technologies & Tools: Adobe Photoshop, Barracuda, Bitdefender GravityZone, Lucid Charts, Microsoft Exchange, Microsoft IIS, Microsoft Management Studio, Microsoft SQL, OneDrive, PAX8, Proofpoint, ServiceNow, SharePoint, Sophos (Endpoint, Firewall, UTM), and Webroot AV.

Links

- LinkedIn: https://www.linkedin.com/in/wadebach/
- Website: https://wadebach.com