

# MICHAEL FARMER

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## SUMMARY

Cybersecurity and infrastructure professional with experience securing enterprise Microsoft 365 and Azure environments across MSP and enterprise settings. Skilled in SIEM operations, incident response, vulnerability management, identity security, and endpoint protection for environments exceeding 10,000 endpoints. Proven ability to lead security initiatives, support PCI compliance efforts, and bridge technical operations with executive risk management.

## EDUCATION

**University of Louisville** - College of Business, Louisville, KY - **2020**  
Bachelor of Science in Business Administration - Computer Information Systems  
**Business Process Management | Web Development**

Actively pursuing **CISSP** certification through **ISC2** **Expected - 2027**

## TECHNICAL SKILLS

Active Directory & Domain Administration tools, Azure Administration, Backup Administration, Email Security, Endpoint Protection, Identity & Access Management, Linux OS, Microsoft 365 Administration, MFA & SSO tools, Powershell Scripting, Risk Assessment, Technical Writing, Virtual Machine Administration and Creation, VPN tools, Windows OS, Website Administration tools

## PROFESSIONAL EXPERIENCE

**Senior Systems Administrator - Cyber Security** - Brook & Whittle, Louisville, KY - **11/2024-Present**

- Security champion and primary escalation point in incident response.
- Resolved complex technical escalations for a multi-site enterprise supporting ~1,200 users across 12 locations nationwide.
- Architected and maintained enterprise SIEM operations, including cloud/on-prem log ingestion and ticketing workflow integration.
- Significantly strengthened Microsoft 365 and Azure security posture through implementation of Conditional Access policies, MFA enforcement, and Privileged Identity Management (PIM).
- Deployed Mobile Application Management (MAM) Policies for 365 applications across the organization with ~1200 licensed users.
- Management and deployment of Cloudflare Web Application Firewall (WAF) for over a dozen E-Commerce websites in the BWhittle brand.
- Architecture and deployment of Cloudflare Zero Trust & VPN across the organization.
- Lead PCI vulnerability management and attestation utilizing Tenable Nessus across internal and e-commerce environments.
- Partner directly with executive cybersecurity leadership to support PCI compliance initiatives, vendor assessments, and technical security questionnaires.
- Coordinate with vendors and internal stakeholders to improve operational security and maintain strong security governance practices.
- Performing regular auditing and maintenance of enterprise backup solutions.
- Manage Azure Resource Groups and cloud resources to support secure, scalable, and organized enterprise infrastructure deployments.
- Support Azure Virtual Desktop (AVD) environments including host pool configuration, session host management, and user access optimization.

**CyberSecurity Analyst - Advanced Business Solutions, Louisville, KY -**

**03/2022-11/2024**

- Delivered cybersecurity assessments, risk analysis, and executive-level reporting for clients with diverse needs.
- Managed NGAV/EDR monitoring and alert triage for environments exceeding 10,000 endpoints.
- Led over 100 infrastructure and cybersecurity projects from planning through implementation and closure.
- Served as lead engineer on critical client security initiatives involving Microsoft 365, identity security, endpoint protection, and network hardening.
- Assisted organizations with cyber insurance readiness, compliance preparation, and implementation of security controls.
- Worked closely with service leadership to develop RBAC standards and operational security procedures.
- Authored detailed technical documentation, security standards, and internal operational procedures.
- Acted as a senior escalation resource for complex security incidents and technical troubleshooting.

**System Administrator- Tier II - Advanced Business Solutions, Louisville, KY -**

**05/2021-03/2022**

- Administered and supported servers, endpoints, networking infrastructure, and virtual environments.
- Maintained and troubleshot firewalls including SonicWall, Cisco Meraki, and Fortinet platforms.
- Supported healthcare, legal, and government clients while maintaining security-focused best practices and operational standards.
- Delivered advanced troubleshooting for server, network, VPN, and workstation issues.
- Improved client satisfaction through responsive technical support and proactive issue resolution.

**System Administrator- Tier I - Advanced Business Solutions, Louisville, KY -**

**09/2020-05/2021**

- Provided technical support for over 100 business clients in a fast-paced MSP environment.
- Provisioned and managed user accounts within Active Directory and Microsoft 365.
- Diagnosed and resolved workstation, connectivity, authentication, and application issues.
- Maintained SLA compliance while escalating complex incidents appropriately.