RONALD FLOWERS

CYBERSECURITY & IT PROFESSIONAL | SOC OPERATIONS | VULNERABILITY MANAGEMENT

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PROFESSIONAL SUMMARY

Cybersecurity and IT professional and U.S. Marine Corps veteran with more than a decade of experience supporting users, systems, access, data, and security-sensitive operations. Brings five years of cybersecurity-focused work across vulnerability management, security monitoring, network analysis, incident documentation, and technical support. Uses Qualys VMDR, Nessus, Microsoft Defender, Wireshark, and Nmap to identify, investigate, prioritize, and document technical risks. Recognized for disciplined execution, clear communication, and careful handling of sensitive information. Master of Science in Health Care Administration adds expertise in governance, compliance, privacy, operational risk, and healthcare IT security.

CORE SKILLS

Security Operations: Alert triage, event review, incident documentation, escalation, phishing analysis, basic malware and website analysis

Security Tools: Qualys VMDR, Nessus, Microsoft Defender, Wireshark, Nmap, OWASP ZAP; Microsoft Sentinel and Splunk exposure

Frameworks: NIST Cybersecurity Framework, MITRE ATT&CK, Cyber Kill Chain, CVSS, vulnerability prioritization, incident response fundamentals

Systems and Networking: Windows 10/11, Windows Server, Linux fundamentals, Active Directory, Microsoft Entra ID, TCP/IP, DNS, DHCP, VPNs, firewalls, VLANs

Support and Governance: Ticket handling, technical documentation, customer support, issue escalation, access control, user training, sensitive-data handling, IT governance and risk

PROFESSIONAL EXPERIENCE

Cybersecurity Analyst | May 2021-Present

RF Global Solutions LLC | Chicago, Illinois and Remote

- Use Qualys VMDR, Nessus, and related tools to identify vulnerabilities affecting endpoints, networks, and small-business environments.
- Review scan findings, CVSS scores, affected systems, exposure, and remediation guidance before documenting recommended actions.
- Use Microsoft Defender, Wireshark, and Nmap to review endpoint behavior, network traffic, open ports, services, and possible security concerns.
- Document findings, troubleshooting steps, corrective actions, and unresolved issues that require escalation or additional support.
- Provide Level 1 and Level 2 support for Windows devices, Microsoft 365, user accounts, networking, VPN access, and remote connectivity.

Administrative Assistant and Systems Support | Jun 2021-Feb 2023

Walgreens Corporation | Deerfield, Illinois

- Supported the migration and tracking of thousands of records and items during a transition to a new corporate system.
- Reviewed system data for errors, missing information, and unusual entries that could affect reporting accuracy.
- Investigated discrepancies, documented corrections, and assisted employees with system access, Microsoft Office, reporting, and process questions.

Personnel Administration Assistant Manager | May 2017-May 2021

United States Marine Corps | Norfolk, Virginia

- Supported more than 1,000 personnel with account access, permissions, application problems, data errors, and administrative technology.
- Managed access to personnel, travel, financial, and administrative systems containing sensitive information.
- Performed Information Assurance and Terminal Area Security Officer duties involving account management, access control, security compliance, and user training.
- Reviewed records and system transactions for errors, unauthorized activity, policy violations, and other discrepancies, then documented corrective actions.

Personnel Administrator and Technical Support Liaison | Jun 2014-May 2017

United States Marine Corps Reserve | Chicago, Illinois

- Assisted users with Windows workstations, printers, user accounts, permissions, and basic network-connectivity problems.
- Helped provision system access, verified role-appropriate permissions, and protected personally identifiable and sensitive information.
- Troubleshot routine hardware, software, access, and connectivity issues before coordinating additional support.

IT Specialist | May 2015-Dec 2015

Jernberg Industries | Chicago, Illinois

- Provided end-user support for Windows computers, printers, scanners, email, software applications, and user accounts.
- Diagnosed hardware, software, scan-to-email, printing, and network-connectivity problems and tracked issues through Zendesk.
- Installed and configured workstations, applications, peripherals, and shared office equipment.

CYBERSECURITY PROJECTS AND LAB EXPERIENCE

- Execute structured SOC lab workflows by validating alerts, gathering evidence, performing initial analysis, documenting findings, assigning severity, and escalating when appropriate.
- Apply MITRE ATT&CK and the Cyber Kill Chain to common phishing, credential, endpoint, remote-access, and network-based threats.
- Use Qualys VMDR and Nessus for vulnerability discovery and prioritization, Nmap for host and service discovery, and Wireshark for packet and protocol analysis.

EDUCATION

Master of Science in Health Care Administration | Columbia Southern University | May 2026 | GPA: 4.0

Bachelor of Science in Computer Information Systems, Cybersecurity Concentration, Cum Laude | DeVry University | August 2024 | GPA: 3.69

Associate of Applied Science in Information Technology and Networking | DeVry University | February 2023