Michael Bibelheimer

805.297.3854
michael@mikebib.com | mikebib.com | linkedin.com/in/Mikebib | mikebib.com/my-blog

EDUCATION

Masters of Divinity	The Master's Seminary, May 2015
Bachelor of Arts: Major in Religion	Northwestern, May 2010
Information Technology Course	CourseCareers, June 2023

CERTIFICATIONS

GRC Master Class – Dr. Gerald Auger
CompTIA Security+
Cisco Certified Network Associate (CCNA)
Sophos Firewall Engineer Certificate
Microsoft Azure Fundamentals AZ-900

EXPERIENCE

Company: Eminent Technical Solutions (MSP)   Oct 2024 – Present
Title: IT Consultant

- Auditing clients' cyber security posture for their infrastructure to include password GPO, user configuration, O365 security configuration, remote management, device's end of life, anti-virus deployment, and end user training.
- Meeting with clients about their security posture from audit reports findings and helping them make improvements.
- Developed and proposed a new asset management procedure for our clients, which was approved and implemented by senior management. This resulted in a documented and formalized process for managing client assets.
- Developed and proposed a new vendor access procedure for datacenters, which was approved and implemented by senior management. This resulted in a clear and documented way for third party vendors to access datacenters without compromising on data security.
- Developed and proposed a procedure for media sanitization of confidential information which was adopted by management.
- Initiated cyber security recommendations resulting in management's request that I join internal cyber security team.
- Developed procedure for reviewing cyber security alerts which improved daily response time and accountability.
- Installation and configuration of switches, computers, IP Phones, AP's, and printers.
- Maintaining datacenter equipment for optimum performance and availability.
- Continuously recommending security improvements for ETS and our clients in line with NIST standards.

Company: Fox Technology and Solutions (MSP)   Jul 2023 – Sep 2024
Title: IT Support Technician

- Auditing client systems assessing risk and areas of needed improvement for security and performance.
- Service calls for troubleshooting switches, IP Phones, Wi-Fi AP's, IP Cameras, printers, and UPSs.
- Management of users through on-premise Active Directory, Azure and M365.
- Imaging new workstation computers for users and installing line of business software for productivity.
- Increased company documentation of standard operating procedures by 2x.
- Handling hardware procurements, including quotes, sales orders, and purchase orders.

Company: Gavin de Becker and Associates (Executive Protection)   Apr 2018 – Jun 2023
Title: Senior Team Leader

- Developed confidential e-files for the team, enhancing lookup efficiency by 30% over paper copies.
- Created a weekly backup process for confidential files to ensure asset protection and reduce risk of data loss.
- Established a Command Center security detail in 2021, boosting security and client satisfaction through team training.
- Conducted regular internal site audits and making improvements, this achieved high quality score when audited.
- Created a weekly backup process for confidential files to ensure asset protection and reduce risk of data loss.