

Emile Williams

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Primary Interest Area

I am seeking roles in the Infrastructure Operations and security risk mitigation space. I have successfully reduced risk and brought projects in heavily-regulated government (UK) and financial institutions into compliance. I am excited to learn and expand my experience with US and other international businesses as well.

Work History

Career Break - Caregiver - March 2023 - December 2024

- Provided care for ailing family member
- Continued to study and review industry trends and technology during this time
- Awaiting work authorization in US

CTM Global - London, UK: Cloud Engineer – June 2022 – December 2022

- Led incident response and remediation for over 70 security events
- Provided guidance to developers to ensure proper handling of sensitive data and regulatory compliance
 - Performed migration from data center to Azure
 - Managed Red Hat Linux and Windows servers
- Built and supported azure cloud infrastructure for a Node.js 500,000 user SaaS product, requests, changes, and troubleshooting issues
- Managed the CI/CD pipelines to deploy code, infrastructure, and updates
- Deployed and managed Intune as an MDM to support the transition to remote work and maintain security compliance with ISO and regulatory standards

Content + Cloud - London, UK: Support Services Consultant – February 2022 - June 2022

- Ensured strict adherence to regulatory and internal compliance standards in a financial setting
 - Financial Conduct Authority (UK) regulations and internal policies for client operations
- Provided support for Business As Usual and project operations, advising on security and risk management
- Oversaw the IT aspects of a £3,000,000 Boardroom and meeting room renovation project installing new networking infrastructure and integrating new AV hardware and software into the existing Azure AD environment
- Managed security incidents and assessed risks for new operational hardware and software

CWCS - Nottingham, UK: Cloud and Linux Engineer – January 2021 – December 2021

- Responded to and remediated security incidents, ensuring clear communication with customers, including non-technical stakeholders
- Configured and monitored firewalls, ensuring proper configuration of LAN and WAN networks
- Supported main Linux infrastructure, including Debian, and Redhat systems handling a minimum of 20 tickets per day
- Ensured load balancing and redundant reliability were correctly configured and functioning for multiple retail clients
- Managed client Content Delivery networks, including network topology design and remote equipment configuration

Procyon Consultants- London, UK: Incident Response analyst – January 2020 – December 2020

- Implemented a new risk management and incident response framework based on the SANS methodology in a UK government ministerial department
 - Led workshops and tabletop exercises to train technical and executive stakeholders on the 6 steps of the SANS incident response methodology and designed training materials
- Advised and trained non-technical stakeholders regarding incident and risk reporting

Speedster IT, London, UK:

Service Desk Team leader – November 2018 – November 2019

Service Desk Analyst – September 2017 – November 2018

- Managed client office setups, including network topology design, equipment configuration, and on-site installation with remote management
- Led projects such as email and file storage migrations, antivirus deployments, and infrastructure overhauls
- Investigated networking issues and escalated tickets to the 3rd line team after thorough troubleshooting at 1st and 2nd line
- Assisted the sales team in assessing IT systems and recommending suitable solutions, while resolving urgent outages for critical systems like payment network infrastructures

XMA, Nottingham, UK:

Service Desk Analyst – March 2016 – May 2017

A Deal Greener Solar, Nottingham, UK:

IT assistant – February 2015 – February 2016