

Joel Bland

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PROFESSIONAL SUMMARY

Information Security Manager - Cybersecurity Administrator - IAM Engineer - Cloud Security Architect
Azure PaaS, IaaS, and SaaS - Active Directory & ADFS Architecture
- Identity & Access Management - Information Security Strategy
Project Management - Infrastructure & Operations - Team Leadership - Solution Innovation & Delivery

EMPLOYMENT HISTORY

Information Security Manager, Ashley Furniture Industries, Inc. 2009 - 2016
Arcadia, WI

- Created Ashley's IT Security team in 2009, with a focus on defense-in-depth strategies to improve global security posture. Emphasized team excellence in customer satisfaction, high-quality incident resolution, and collaborative process improvements.
- Delivered Active Directory infrastructure upgrades increasing uptime to 99.995% for all AD services, including AD-integrated DNS.
- Introduced ADFS 2012 R2 platform, designed and deployed using Azure IaaS. Achieved 99.999% availability of customer-facing authentication services.
- Improved employee productivity by deploying Sign-On (SSO) for Office 365 and ServiceNow.
- Increased overall security posture through effective patch management, new deployments of endpoint & edge security platforms, and a vulnerability management system.
- Decreased endpoint security incidents by 30% as a result of security posture improvements.
- Contributed to the launch of Ashley's first e-commerce website. As an ISA, assessed the cardholder data environment in cooperation with a cross-functional team, and attested to PCI DSS certification.
- Consistently acknowledged for effectively balancing current operational tasks against strategic security initiatives.
- Achieved successful C-Level communications regarding security strategies, initiatives, risks, and non-compliance costs.

Sr. Systems Administrator, Ashley Furniture Industries, Inc. 2008 - 2009
Arcadia, WI

- Maximized availability of Microsoft Exchange messaging and E-Discovery services in US and APAC.
- Delivered senior-level support for Active Directory, including Security & Distribution groups, Group Policy objects, DNS, and DHCP services.
- Produced and enforced standard naming conventions for AD security groups, computer objects, GPOs, and service accounts.
- Increased task automation and process improvement through the creation of PowerShell scripts and VBScripts.

- Added Windows Server Update Services. Developed patch management policy for deploying updates on a monthly basis to all manufacturing facilities, corporate offices, and retail locations.
- Optimized proactive monitoring of Active Directory services. Tuning of SCOM management packs reduced false-positive alerts to near zero.

Technology Services Coordinator, Lonoke Public School District

2001 - 2008

Lonoke, AR

- Delivered planning and management of all IT services for the District's four campuses, administration, and transportation offices.
- Produced 5-Year Technology Plan in coordination with the School Board, Parent, and Student representatives.
- Increased annual network and system upgrade funding by 30%
- Reduced the average system refresh cycle from 6 years to 3 years.
- Awarded an average of \$25K annually in E-Rate grant funding for network equipment upgrades.
- Introduced Student Information System, providing online access for students and parents to view grades, attendance records, and upcoming assignments.

EDUCATION

Associates, Liberal Arts, Arkansas State University, 2008

CERTIFICATIONS

GSEC GIAC Analyst# 24019

Internal Security Assessor, PCI Security Standards Council #802-147

ITIL ITSM Foundations v3, GCI-2014-3738

SKILLS & PLATFORMS

Active Directory, Azure IaaS, ADFS, SAML, Office 365, AD Connect, Multi-factor Auth, Hybrid Identity, Single Sign-On (SSO), IAM, Group Policy, DNS, DHCP, WSUS, PKI, Cryptography, PowerShell, VBScript, Firewalls, Web & Spam Gateways, ITIL, ServiceNow, PCI