

STEVIE BIRD

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OBJECTIVE

To utilize my passions for technology and security—along with my love of learning, strong attention to detail, communication skills, and leadership skills—to improve your company's security environment and supporting technology platforms.

SKILLS

- | | | |
|----------------------------|---|---|
| • Communication | • Google Workspace (Admin console, App Scripts) | • Troubleshooting |
| • Teamwork | • Windows 10 and MacOS | • Customer Service |
| • Attention to Detail | • Linux (Debian, Kali, Ubuntu) | • Reporting |
| • Dependability | • Basic configuration of routers and switches | • Documentation |
| • Flexibility | • Basic Firewall management and rule creation | • Research |
| • Patience | • Python scripting (beginner level) | • PowerShell |
| • Analytical Thinking | | • WordPress |
| • Vulnerability Assessment | | • Microsoft 365 |
| • Wireshark | | • Adobe Creative Cloud (Photoshop, InDesign, Acrobat) |
| • VMWare | | |
| • OWASP Top 10 | | |

EDUCATION & CERTIFICATIONS

BRIGHAM YOUNG UNIVERSITY | B.S. Sociology, Mathematics Minor, 2005
CompTIA | A+ ce, July 2020 | **Network+** ce, December 2020 | **Security+** ce, May 2021
SANS | **SEC401 Course**: Security Essentials Bootcamp Style, May 2021
GIAC GSEC | GIAC Security Essentials Certification, July 2021

RELATED EXPERIENCE

HEALING AND RECOVERY

2013 - Present

➤ Technical and Administrative Support

Responsible for the business and financial side of Mark Bird's therapy practice, including bookkeeping, accounts receivable, payroll, information technology, documentation, and reporting.

- Provide IT support, including configuring WiFi networks, maintaining the practice website, managing the Google Workspace console, and managing accounts/permissions on several platforms.
- Created documentation for processes and workflows in the practice, which allows the owner to focus more on therapy and less on business practices.
- Learned through self-study the basics of bookkeeping, customer invoicing, accounts receivable, payroll, the process of onboarding new employees and contractors, HIPAA compliance, and end-of-year financial reports.
- Migrated the practice's financial records from QuickBooks to Xero, which better fits the business needs and streamlined invoicing, reporting, and billing to provide therapists more time for income-generating therapy.
- Spearheaded the transition to online paperwork and telehealth when it became necessary, with a focus on cost-effectiveness, data security, and HIPAA compliance.

STEMAR PRESS

2017 - 2021

➤ Freelance Book Design and Publishing

Designed and published books for multiple individuals using Adobe InDesign, Photoshop, TheBookPatch, IngramSpark, and CreateSpace.

- Designed the internals and cover of a memoir (Chapters of My Life by Alan Douglas Thompson) and a self-help book (In Tandem by Mark H. Bird, Ph.D.). Published both books in print format.

STEVIE BIRD DESIGN

2015 - 2019

> Freelance Web Design and Hosting

Designed and maintained custom websites for several businesses and individuals using WordPress.

- Worked closely with clients to make sure each site's aesthetics and functionality met their needs, integrating payment and scheduling solutions using WordPress Plugins and APIs.

TRANSERA CORPORATION / VANTAGE CONTROLS

2000 - 2002

> Technical Support

Assisted customers over the phone and by email with technical questions about TransEra software, TransEra hardware, and Vantage home automation systems.

- Learned TransEra's HTBasic programming language on-the-job, mainly using the company's Knowledgebase and hands-on projects.
- Assisted customers by phone and email with technical questions about HTBasic, TransEra hardware, and Vantage home automation systems.
- Tested software and hardware, entered and tracked orders using Accura software, and prepared the department's weekly phone, order, and shipment reports.
- Wrote and edited software user manuals and help files.
- Trained new technical support employees.

MAGELLAN LABORATORIES

1999 - 2000

> Administrative Secretary/Project Development Assistant

Provided administrative support to Human Resources, Document Control, and Materials Management departments.

- Documented the Y2k compliance of all laboratory equipment.
- Initiated and tracked client confidentiality agreements; wrote and managed Project Quotes and Technical Test Protocols.
- Forecasted and tracked company revenue.

VOLUNTEER EXPERIENCE

DALLAS MILLENNIAL CHOIRS AND ORCHESTRAS

2018 - 2019

> Children's Chorus Rehearsal Coordinator and Concert Coordinator

- Coordinated 100+ children, 8-12 parent volunteers at each rehearsal, and 20-25 volunteers at each concert.
- Helped streamline local procedures for attendance records and communicating with volunteers and parents.

BOY SCOUTS OF AMERICA

2009 - 2019

> Volunteer Leader

- Cub Scout Den Leader, 2009-2013; Cub Scout Pack Committee Chair, 2013-2014
- Boy Scout Advancement Coordinator, 2015-2018; Merit Badge Counselor, 2015-2019

PERSONAL PROJECTS

- Google App Scripts—automation of client intake forms, consent forms, and therapy notes for therapists.
- Securing home network (IoT segmentation, firewall rules, logging).
- Active Directory in a Virtual Lab.

PROFESSIONAL ASSOCIATIONS

NORTH TEXAS ISSA (Information Systems Security Association) | Member since July 2021

GIAC Advisory Board | Member since July 2021

WiCyS (Women in CyberSecurity) | Member since August 2021

UPCOMING PROFESSIONAL GOALS

- AWS Certifications (Solutions Architect Assoc, SysOps Admin Associate, Security Specialty) –by Dec 2022
- SANS SEC503/GIAC GCIA (or another GIAC certification relevant to current job) – by Dec 2023