

# STEVIE BIRD

214.562.9329 • bird.stevie@gmail.com • [linkedin.com/in/steviebird170](https://www.linkedin.com/in/steviebird170)  
Dallas/Fort Worth TX • [steviebird.tech](https://steviebird.tech) • [github.com/stevie170](https://github.com/stevie170)

## OBJECTIVE

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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

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|----------------------------|---|---|
| ● 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

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**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

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### 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.

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## 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

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## 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.

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## 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

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## 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