

Albert C.G. Bowman

CAMP | CC | CHAMS | CITAM | CMAM | GFACT | GISF | GISP | ITF+ | ITIL
Lehi, UT

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Summary: Dedicated and resilient contributor who firmly believes in due diligence, integrity, ethics, and respect with a demonstrated track record of superior outcomes in Logistics, IT Asset/Service Management, and Cybersecurity

- 21+ years in the Public Sector
 - 13+ years as a Soldier in United States Army Aviation
 - 8+ years as a Department of Defense Civilian
- 13+ years in the Private Sector
 - 5+ years as a Consultant in DHS Critical Infrastructure-sectors (Financial, Healthcare, and Utilities)
 - 8+ years as a Wells Fargo Team Member

Experience:

Wells Fargo Bank NA, Charlotte, NC (remote from Salt Lake City-area, UT) 11/2016 – present
VP, Lead Technology Operations Analyst (Teleworker) (Full-time/Permanent)

- Recognized as the Patch Tracking System (PTS) subject matter expert within Wells Fargo
- Successfully reduced the man-hour requirements for the testing of a key control from six people at three hours each per week to two people with an aggregate total of one hour per month by leveraging technology and automated reporting tools resulting in the saving of time and money
- Performs duties as PTS Admin for both UAT and Production-environments
- Responsible for enforcing enterprise Information Access Management policies and Role Based Access Controls for PTS system access utilizing SQL queries and Active Directory reporting tools
- Provides primary support for PTS BCP-events (real and simulated), UAT-testing, and Production-releases
- Provides direction and guidance as PTS Operational Support Lead for three FTEs in triaging and assessing patching automation issues and tracking to resolution
- Provides tracking on Critical/Emergency and Heightened Awareness vulnerabilities and patching remediation events to senior leadership utilizing both internal tools (Kenna VI+, PTS, QVRU, VSS, etc.) and external sites (cisa.gov, cve.mitre.org, nvd.nist.gov, etc.)

Resolvit for Synchrony Financial, Stamford, CT (remote from Dallas, TX) 08/2016 – 11/2016
IT Asset Management Business Analyst Consultant (Contractor (teleworker)-W2/Full-time)

- Provided IT Asset Management / Configuration Management Database services for a banking client
- Responsible for an enterprise-wide Configuration Management initiative, specifically focused on the lifecycle management of infrastructure assets
- Completed key time-sensitive risk, audit, reporting, compliance, technology, and operational deliverables

Apex Systems, Inc. for Wells Fargo, Charlotte, NC (remote from Dallas, TX) 12/2015 – 08/2016
Business Systems Consultant 5 (ITAM/CMDB) (Contractor (teleworker)-W2/Full-time)

- Provide IT Asset Management / Configuration Management Database services for a banking client
- Responsible for an enterprise-wide Configuration Management initiative, specifically focused on the lifecycle management of infrastructure assets
- Completed key time-sensitive risk, audit, reporting, compliance, technology, and operational deliverables

Independent contractor to BirlaSoft for GE – Oil & Gas, Houston, TX 09/2015 – 12/2015
IT Asset Management / IT Risk & Security Analyst Consultant (Contractor-1099/Full-time)

- Provided IT Asset Management / IT Risk & Security Analyst services for a global corporate client during their ISO 27001 certification/compliance process
- Developed compliance monitoring plan to maintain IT Asset inventory of critical assets
- Provided project management support, status tracking and reporting to all relevant stakeholders

Veracity Solutions for Ancestry.com, San Francisco, CA 01/2015 – 05/2015
Software Asset Management Analyst Consultant (Contractor-C2C/Full-time)

- Demonstrated skill in developing SQL queries to ManageEngine's Asset Explorer to gather required data
- Analyzed software title findings from network and sub-net scans on Linux, Mac and Windows devices (infrastructure and end-user) and categorized the findings accordingly
- Processed retirements for servers in Asset Explorer based on assigned ServiceNow tickets

Axelon Services Corp. for Pacific Gas & Electric, San Francisco, CA 03/2014 - 04/2014
Data / Database Analyst Consultant (Contractor-W2/Full-time)

- Extensively reviewed and analyzed Access and Excel data for Compliance & Reporting leading to valuable insight into PG&E's Safety & Shared Services
- Helped staff efficiency by coordinating and performing data reconciliations as well as troubleshooting issues with Access databases to ensure smooth workflow for future
- Discovered and recorded process gaps and documented process recommendations for possible consolidation of multiple Access databases to PG&E's Enterprise Compliance Tracking System

Kforce, Inc. for Kaiser Permanente, Pleasanton, CA 07/2013 - 03/2014
Sr. IT Business Analyst Consultant (Software Asset Management) (Contractor-W2/Full-time)

- Demonstrated skill in writing ad hoc SQL queries to various Access database front-ends to manipulate, cleanse and gather required data
- Organized and analyzed software and entitlement data, utilizing Excel and Access, to ensure compliance with contractual agreements from software vendors
- Utilized HP Asset Manager and BMC Remedy CMDB to track the status and location of servers throughout the KP-enterprise domain as well as initiate and track work orders

University of Maryland University College, (online from Walnut Creek, CA) 08/2011 – 10/2011
Information Systems Management Undergraduate Degree Student (Half-time)

- Attended CSIA 301 – Foundations of Cybersecurity and CMST 306 – Introduction to Visual Basic .Net Programming
- Maintained a Term GPA of 3.5 while working more than 40 hours per week
- Completed requirements for a Bachelor's Degree in Information Systems Management

Capstone Technology Resources, Inc. for Pacific Gas & Electric, Walnut Creek, CA 07/2011 – 04/2013
Data Analyst Consultant (Contractor-W2/Full-time)

- Provided critical data analytical support for a sensitive PG&E Data & MAOP Validation project
- Verified the location of pipeline features using a GIS application within the nearly 5,700 miles of natural gas transmission pipelines covering the 70,000-square mile PG&E service area in Northern/Central California by cross-checking the vendor's Pipeline Features List data
- Utilized Excel to perform ad hoc qualitative and quantitative data analysis, cleansing, consolidation, coordination, and reporting

University of Maryland University College, (online from Walnut Creek, CA) 06/2011 – 08/2011
Information Systems Management Undergraduate Degree Student (Half-time)

- Attended CSIA 302 – Telecommunications in Information Systems and IFSM 438 – IT Project Management
- Maintained a Term GPA of 3.0 while working more than 40 hours per week

Department of the Army, HQ, US Army Europe, Vehicle Registry, APO, AE 12/2009 - 12/2010
(Mannheim, Baden-Württemberg, Germany)
Computer Operator, NF-0332 (Federal Civil Service/Full-time/Permanent)

- Helped maintain Access database of vehicle registration, licensing, and privately-owned weapons inventory information for over 70,000 military, civilian employees, and authorized family members of US Forces Europe as well as other government agencies
- Provided ad hoc SQL support for short-notice law enforcement sensitive information requests from authorized US military, civilian and host-nation law enforcement agencies in Germany
- Utilized Excel to perform ad hoc qualitative and quantitative data analysis as well as reporting

Department of the Army, Landstuhl Regional Medical Center, APO, AE 04/2004 - 12/2009
(Landstuhl, Rhineland-Pfalz, Germany)
Supply Technician, GS/YB-2005 (Hardware Asset Management) (Fed. Civil Service/Full-time/Permanent)

- Managed the supply support for acquisition, warehousing, accountability, and distribution of office computer systems valued at over \$6M for over 3,000 end-users in the hospital IT-footprint
- Provided 100% asset tracking information for every IT hardware deployment push throughout the LRMC IT-footprint, encompassing the main hospital campus as well as thirteen satellite Army healthcare clinics in Germany, Belgium, and Italy leading to savings through minimal asset loss
- Utilized Excel to perform ad hoc qualitative and quantitative data analysis as well as reporting

United States Army

08/1988 - 02/2002

(US, Europe and Middle East)

Soldier / Helicopter Mechanic / Aviation Life Support Equipment Technician (Military/Full-time/Permanent)

- Performed air crewmember and/or maintenance duties on helicopters in Army aviation units in the US, Germany as well as deployed locations in Europe and the Middle East

Education:

- **BS**, Information Systems Management 08/2006 - 12/2011
University of Maryland University College, Adelphi, MD
- **AA**, Computer Studies 05/2003 - 08/2006
UMUC – European Division, Heidelberg, Germany and Adelphi, MD

Certifications:

- **GISP**, GIAC Information Security Professional 01/2024
Global Information Assurance Certification (GIAC), North Bethesda, MD
- **CC**, Certified in Cybersecurity 03/2023
ISC2, Alexandria, VA
- **GFACT**, GIAC Foundational Cybersecurity Technologies 02/2023 – 02/2027
Global Information Assurance Certification (GIAC), North Bethesda, MD
- **GISF**, GIAC Information Security Fundamentals 02/2022 – 02/2026
Global Information Assurance Certification (GIAC), North Bethesda, MD
- **CAMP**, Certified Asset Management Professional (Recertified) 11/2021 – 12/2024
International Association of IT Asset Managers (IAITAM), Canton, OH
- **ITF+**, IT Fundamentals+ 08/2021
CompTIA, Downers Grove, IL
- **CHAMS**, Certified Hardware Asset Management Specialist 07/2021
ITAM Institute, Denver, CO
- **CMAM**, Certified Mobile Asset Manager (Recertified) 04/2021 – 12/2024
International Association of IT Asset Managers (IAITAM), Canton, OH
- **ITIL v3**, Foundation Certificate in IT Service Management 08/2018
Axelos/PeopleCert, London, UK
- **CITAM**, Certified IT Asset Manager (Recertified) 02/2014 – 12/2024
International Association of IT Asset Managers (IAITAM), Canton, OH

Skills:

Active Directory, BMC Remedy, Configuration Management Database, CMDB, Data Analysis, Database Maintenance, Enterprise Compliance Tracking System, ECTS, ESRI ArcGIS, ETL, GIS, HIPAA/PHI, HP Asset Manager, IT Asset Management (HW/SW), IT Change Management, ITIL, IT Service Management, JIRA, Kenna, VI+, Lotus Notes, ManageEngine Asset Explorer, Microsoft Office (Access, Excel, Lync/Skype, Outlook, PowerPoint, Teams, Visio, Word), Microsoft SQL Server Management Studio, Oracle, Patch Tracking System, PTS, Qualys Vulnerability Remediation Utility, QVRU, ServiceNow, SharePoint, SQL, Vulnerability Subscription Service, VSS, WebEx, Zoom

Memberships:

- CompTIA; GIAC Advisory Board; IAITAM; InfraGard; ISACA; ISC2 Candidate; Wells Fargo Diversity, Equity & Inclusion Councils (various)

Languages:

- English and German