

# JOSEPH THOMPSON

jthompson@archwarden.com | archwarden.com

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Security-focused IT professional with experience supporting systems, managing access, and developing structured documentation across Windows, Linux, and cloud environments. Strong in technical writing, process development, and operational support, with applied experience in security analysis, reporting, and framework-aligned documentation. Interested in developing expertise in security governance, compliance, and security operations.

## PROFESSIONAL EXPERIENCE

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### MPS Group – Farmington Hills, MI

*Operations Supervisor*

Sept 2024 – May 2025

- Supervised 50+ personnel across three shifts in a 24/7 industrial environment, maintaining continuity across overlapping 12-hour rotations
- Developed and maintained standard operating procedures (SOPs) to support compliance, consistency, and audit readiness
- Coordinated issue resolution across teams and ensured processes were followed and documented
- Identified workflow gaps and implemented improvements to increase reliability and reduce operational risk

### Copper Sky Studios – Scottsdale, AZ

*Technology & Operations Manager*

Jan 2021 – June 2024

- Managed user access, system configuration, and IT operations across Windows and Linux systems
- Administered Microsoft 365 including user provisioning, access control, and mailbox management
- Maintained detailed documentation for system processes, access control, and troubleshooting workflows
- Supported system monitoring and resolved issues impacting system availability and user access
- Maintained backup processes and supported recovery planning for business continuity
- Worked with users and stakeholders to ensure systems were used securely and consistently

### Prevent Life Safety Services – Scottsdale, AZ

*Media & Technology Specialist*

Mar 2019 – Dec 2020

- Provided technical support for a 40+ user multi-state organization, resolving hardware, software, and access issues
- Supported onboarding and offboarding processes including device setup and user access
- Documented recurring issues and contributed to improving internal processes and support workflows
- Assisted with system updates and maintenance to ensure consistent system performance

## TECHNICAL PROJECTS & LAB EXPERIENCE

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### Security Reporting & Documentation Practice (HTB / CPTS-aligned)

- Produced structured security reports including findings, risk context, and remediation guidance
- Documented attack paths, system weaknesses, and recommended controls using repeatable reporting methods
- Focused on clarity, reproducibility, and audit-style documentation aligned to industry expectations

### Security Analysis & Risk Awareness

- Analyzed system and network behavior to identify vulnerabilities and access control weaknesses
- Practiced mapping technical findings to risk concepts and potential control improvements

- Developed structured documentation to support findings, recommendations, and follow-up actions

### **Home Lab Environment**

- Maintained a personal lab environment for testing systems, access control, and configuration changes
- Deployed containerized applications using Docker for documentation and workflow management

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## **TECHNICAL SKILLS**

**Systems:** Windows, Linux, Mac, system support, troubleshooting

**Networking:** TCP/IP, DNS, DHCP, VPN troubleshooting

**Security:** Access control, system hardening concepts, vulnerability awareness

**Identity:** Active Directory fundamentals, Entra ID, user provisioning

**Scripting:** Python and PowerShell (modify and develop scripts for operational tasks)

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## **CERTIFICATIONS**

- Certified Information Systems Security Professional (CISSP)
- Certified Penetration Testing Specialist (CPTS)
- Certified Information Systems Auditor (CISA)
- Microsoft Azure Administrator (AZ-104)
- Cisco Certified Network Associate (CCNA)

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## **EDUCATION**

### **University of Michigan - Ann Arbor, MI**

Bachelor of Arts - Communications & Media Technologies

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## **PROFESSIONAL AFFILIATIONS**

### **Volunteer, GRRCon Cybersecurity Conference**

- Supported conference operations and coordination in a large-scale cybersecurity event environment
- Interacted with attendees and industry professionals, gaining exposure to current security topics and practices

### **Member, MISec (Michigan Security Group)**

- Participate in community discussions and regional meetups focused on cybersecurity topics, trends, and professional development