JULIE WILLIAMS

SENIOR TECHNOLOGY & IMPLEMENTATION LEADER | ENTERPRISE SYSTEMS | DIGITAL TRANSFORMATION

Zephyrhills, FL | musiclover7779@gmail.com | linkedin.com/in/juliewilliams7779

PROFESSIONAL SUMMARY

Technical implementation leader and enterprise systems specialist with 7+ years of experience owning SaaS, public safety, and HRIS/HCM deployments from discovery through production. Combines technical business analysis with hands-on configuration, integration troubleshooting, data migration, and access-control design. Leads complex client portfolios, advocates for customer priorities, and builds repeatable onboarding and enablement processes that connect technical delivery with operational needs. Brings executive HR leadership, direct people management, and practical AI-assisted workflow development.

CERTIFICATIONS AND SPECIALIZED TRAINING

- Certified Computer Forensics Analyst (CCFA)
- CompTIA Security+ CE
- Google Cybersecurity Professional Certificate
- Axon Backend JSON Certification
- Python Ninja — Codefinity
- Cybersecurity Identity and Access Solutions using Azure AD — Coursera
- Cyber Governance and Compliance Internship — Skillweed
- Introduction to Computers and Operating Systems and Security — Microsoft
- Automate Cybersecurity Tasks with Python — Google
- Assets, Threats, and Vulnerabilities — Google
- Tools of the Trade: Linux and SQL — Google
- Six Sigma Foundations

TECHNICAL SKILLS

Implementation Delivery

Discovery and requirements • Scope and schedules • Risk and dependencies • Data conversion • UAT and acceptance • Training • Go-live and handoff

Configuration and Troubleshooting

JSON • REST APIs • SQL/SSMS • PowerShell • Existing Python tooling • MongoDB • RabbitMQ • Kibana • cURL • Wireshark • Linux

Platforms

Axon Records/Standards • ADP Workforce Now • PeopleSoft • UKG Pro • CAD/RMS and GIS • Salesforce • Jira • Smartsheet • Microsoft 365

Security and Controls

Role-based access • Least privilege • Entra ID/Azure AD • MFA • Endpoint security • Sensitive employee/public safety data • CJIS-informed practices

HOME LAB PROJECTS

SentinelMCP Security Server

Investigation MCP Server | In Progress | github.com/billythebean/SentinelMCP

- Developing a Python/FastMCP investigation server with tools for login analysis, sample-log ingestion, and brute-force detection; managing project dependencies with pip in a Python virtual environment.
- Implemented detection for five failed logins within five minutes for the same username and source IP; validated tools in MCP Inspector and maintained source control in GitHub using open-source Python and MCP tooling.

Digital Forensics, Network and Threat Intelligence Labs

Ongoing

- Completed guided incident-triage and forensic-image exercises using Autopsy, TheHive, Linux command-line tools, and TryHackMe; explored OSINT, YARA, and OpenCTI in lab environments.

Raspberry Pi Cybersecurity Home Lab

Network Segmentation and Attack/Defense | Independent Project

- Built a multi-device lab using Raspberry Pi 4, UniFi Cloud Gateway Ultra, a managed TP-Link switch, and Kali Linux; configured attacker/target VLANs, subnets, switch ports, and gateway firewall controls.
- Diagnosed routing, DHCP, DNS, and segmentation behavior; used Wireshark to inspect packets, DNS queries, and traffic patterns in controlled attack/defense exercises.

PROFESSIONAL EXPERIENCE

AXON — CONTRACT VIA CLEARBRIDGE TECHNOLOGY GROUP

Technical Business Analyst | Oct 2025 – Present

- Led end-to-end Axon Records and Standards implementations as the primary technical resource and client delivery lead, directing discovery, JSON forms, DOCX/XML prints, migration, integrations, permissions, testing, training, launch, and hypercare.
- Managed 10+ concurrent projects for 50+ agencies and 500+ users; configured 100+ agency-specific forms and partnered with command staff, HR leaders, and frontline users to set requirements and delivery priorities.
- Engineered JSON forms with database-backed officer lookups, conditional logic, validations, and repeating groups; owned source-to-destination mappings across entity data, form fields, and DOCX/XML outputs, reconciled results, and designed role-based access groups.
- Developed reusable Claude instructions for Axon navigation and schema imports, defining file retrieval, upload procedures, duplicate checks, and validation while retaining human control of publication; used AI-assisted diagnostics to resolve JSON nesting, field-path, and entity-reference defects.
- Authored troubleshooting guides for recurring configuration defects across clients and ran and modified existing Python form tooling through PowerShell.
- Resolved embedded-subform publishing defects, duplicate Incident Report content, and email-array print mappings; restructured configurations, republished affected forms, and verified generated documents and officer formatting.
- Led technical onboarding, product walkthroughs, scenario-based UAT, and train-the-trainer enablement for 2–3 initial agency leads; supplied self-paced guides and videos to support staff education, adoption, and launch readiness.
- Represented customer needs to Engineering and Product, organizing feedback, defects, and acceptance criteria in Jira and Salesforce; coordinated request prioritization, blocker resolution, production readiness, and support handoff after hypercare.
- Aligned configurations with agency requirements, jurisdiction-specific research, and NIBRS team guidance; applied CJIS-informed access practices and received positive implementation-survey feedback.
- Configured Records incident/offense reports, narratives, and field interviews, plus Standards use-of-force, performance, discipline, complaint, and management workflows.

PROFESSIONAL EXPERIENCE CONTINUED

CENTRALSQUARE — CONTRACT VIA TEKSYSTEMS

Technical Business Analyst / Technical Engineer | Feb 2025 – Oct 2025

- Directed public safety deployments as the technical implementation lead, combining business analysis, systems configuration, and engineering responsibilities. Led 4+ concurrent Pro, ONESolution, and Enterprise deployments across 2–12-month engagements, with up to 12 police/fire/EMS integrations on larger projects.
- Built and populated agency-specific CAD/GIS environments from supplied datasets; mapped source locations, addresses, precincts, jurisdictions, response areas, units, and statuses to destination fields, reconciled code conflicts, and tested police/fire/EMS dispatch rules across CAD/RMS and Mobile.
- Authored PowerShell automation for repeatable server provisioning and configuration; delivered typical server builds in 2–3 days and managed up to four CAD interface server setups concurrently.
- Designed and validated REST API interfaces, JSON/YAML/XML messages, transformations, and routing; used SQL, MongoDB on Ubuntu, RabbitMQ, Kibana Query Language, Grafana, cURL, Linux/Bash, and Wireshark to investigate data and integration defects.
- Remotely accessed agency workstations to compare live CAD behavior with source records and diagnose interoperability faults; restored a police-to-EMS connection by tracing application/server logs, identifying a server drop and timeout, and restarting the server.
- Configured and tested GIS connectivity and notifications to owning agencies when units were borrowed; administered role-based access and privileged functionality and validated least-privilege permissions through SIT and UAT across police, fire, and EMS.
- Advocated for agency operational needs with Engineering, agency IT, Tyler, and Motorola counterparts to resolve integration blockers; created repeatable Confluence runbooks and support handoffs covering configuration, fault reproduction, and recovery.

CYBERCODERS — CONTRACT POSITION

Information Technology Project Coordinator | Aug 2024 – Dec 2024

- Managed nationwide healthcare IT project coordination, with responsibility for vendor schedules, site readiness, and portfolio reporting. Aligned technician travel, MSP schedules, construction vendors, equipment deliveries, and site-readiness dependencies across concurrent clinic and hospital projects.
- Built company-wide Smartsheet portfolio controls and executive dashboards, aligning leadership, site stakeholders, and delivery teams on schedules, dependencies, risks, milestones, and decisions requiring escalation.
- Managed permit, equipment, and vendor milestones; escalated missed arrivals, established revised schedules, and coordinated clinic/hospital staffing and access requirements to support deployment readiness.
- Reviewed company Entra ID/Azure AD access and permission assignments against least-privilege policies, checking alignment with employee responsibilities and identifying excess access.
- Coordinated infrastructure, networks, endpoints, Microsoft 365, hardware lifecycle, and cloud-related workstreams; managed vendor purchasing, technology spend, statements of work, scope, deliverables, escalations, and operational handoff.
- Maintained Excel trackers, RAID/dependency logs, implementation documentation, and milestone/KPI reporting; supported provisioning, MFA, role-based access, and endpoint-security requirements within deployment coordination.

PROFESSIONAL EXPERIENCE CONTINUED

TRINET

Project Manager / Customer Transition Consultant | Aug 2023 – Aug 2024

- Led HRIS implementations from kickoff to delivery, serving as the primary client contact for scope, configuration decisions, and launch readiness. Managed 20+ concurrent projects for U.S. clients with 30–1,000 employees, directing scope, schedules, launch readiness, and support transition across typical 2–8-month engagements.
- Executed employee-data conversions, defining CSV-to-HRIS field mappings, validating identifiers and salary values against source records, resolving conversion exceptions, and reconciling post-migration changes with clients.
- Identified an employee underpayment during a payroll compliance review after a state payroll-law change; notified the client and recommended payroll compliance actions while advising stakeholders from executives to employees.
- Prepared administrators for independent payroll and permissions management through train-the-trainer instruction and progressive exercises; developed reusable onboarding guidance adopted by new hires and tracked client issues and follow-up in Salesforce.
- Served as a trusted platform advisor, guiding client stakeholders on PeopleSoft configuration, HR/payroll workflows, permissions, and reporting; translated business objectives and regulatory requirements into implementation decisions.
- Represented client requirements across HR, Payroll, Benefits, Sales, Customer Success, Product, and technical teams; coordinated conversion validation, change impacts, SLA commitments, and launch blockers, supported by Salesforce knowledge articles and dashboards.

ADP

Implementation Consultant I / Project Manager | Jul 2021 – Aug 2023

- Managed a book of business of 20+ concurrent ADP Workforce Now implementations from kickoff to delivery, guiding client configuration and administrator readiness. Led discovery, executive demonstrations, scope, configuration, conversion, UAT, open enrollment, go-live, and operational handoff across typical 2–5-month engagements.
- Served as the hands-on configuration specialist for client environments, organizational structures, payroll, benefits, onboarding, and security roles; owned Excel-based load preparation, source-to-ADP mappings, and reconciliation of employee data and benefit deductions.
- Configured recruiting requisitions, approvals, application stages, screening, offers, and reporting; trained administrators on job postings and onboarding activities, including I-9 documentation.
- Corrected benefits pricing against client-approved requirements, validated rates, elections, deductions, and coverage, and coordinated EDI file-creation requests; reviewed carrier/vendor files and outbound transmissions during implementation and open enrollment.
- Diagnosed and corrected duplicate employee records and conversion discrepancies; resolved import-size failures through batch restructuring and verified successfully loaded employee data.
- Served as a team resource for configuration, troubleshooting, delivery coordination, and platform knowledge; mentored junior consultants and introduced readiness checklists and progressive practice tasks as a standard for ADP TotalSource new hires and client administrators.
- Developed custom ADP Workforce Now reports, iReports, and dashboards, translating HR/payroll requirements into workforce metrics and tailored management views.
- Maintained client engagement through configuration reviews, payroll and benefits compliance checks, and issue resolution; documented feedback and requests in Salesforce, coordinated follow-up with internal teams, and received excellent CSAT scores.

PROFESSIONAL EXPERIENCE CONTINUED

PILLAR

Director of Human Resources Operations / Benefits Administrator | Sep 2020 – Jul 2021

- Headed the HR function for a multi-location organization of approximately 125 employees, directing workforce strategy, people management, and ADP administration. Served on the executive leadership team, advised the Executive Director, and presented workforce reporting to the board quarterly.
- Directly supervised day program managers and an HR assistant; set operational priorities, conducted formal performance evaluations, and held weekly one-on-ones to provide individualized coaching, establish clear expectations, and support employee development and accountability.
- Led a three-month transformation of paper-based onboarding and performance management into company-wide digital workflows, weighted evaluations, policies, SOPs, and merit-increase structures.
- Owned ADP Workforce Now administration as the primary system administrator and super user; designed employee-to-executive security groups and controlled confidential-data access, payroll/benefits configuration, reporting, issue resolution, and full-cycle payroll.
- Reconciled personnel information across payroll, recruiting, and employee feedback sources; reported on turnover, hiring timelines, engagement, and workforce trends to inform leadership decisions.
- Led employee relations, investigations, corrective action, discipline, terminations, FMLA leave, workers' compensation, and onsite drug testing; conducted periodic audits, including I-9 reviews, and supported Form 5500-related administration and employment/payroll compliance.
- Owned benefit-plan administration and vendor/broker negotiations, including pricing, open enrollment, retirement programs, recruiting, service SOWs, town halls, and employee wellness initiatives.
- Served as the Executive Director's principal HR advisor, translating employee and manager needs into workforce, organizational-change, and employee-relations recommendations; produced decision-ready reporting while safeguarding personnel information and internal controls.

EMPLOYBRIDGE

Senior Recruiting Coordinator / Recruiting Coordinator | Mar 2019 – Aug 2020

- Managed high-volume recruiting, onboarding classes, employee records, and payroll processing in UltiPro (UKG Pro), with responsibility for candidate screening and background-check adjudication.
- Maintained compliance documentation, workforce reporting, and stakeholder communication through recruiting and onboarding; checked employee information for payroll readiness.

ADDITIONAL TECHNICAL LEADERSHIP

FORESTPARK COMMUNITY CHURCH

Technical Operations Leader / Deacon of Sound & Technology | Apr 2021 – Aug 2023

- Led church technology operations, with responsibility for system reliability, access, upgrades, and volunteer enablement. Managed web hosting, DNS, SSL/TLS, networks, endpoints, audio/visual systems, troubleshooting, upgrades, vendor decisions, and access management.
- Established technical standards and operating procedures, trained volunteers, and coordinated upgrades and technology changes to support service continuity and consistent operations.