

Gary Thomas Olson

(262) 573-3094 | Milwaukee, WI 53207 | golsonmke@gmail.com | [LinkedIn](#)

Customer-focused IT professional with proven experience troubleshooting PCs, managing network infrastructure, and delivering exceptional technical support. Skilled in system re-imaging, user account management, and remote support using TeamViewer. Proficient at resolving complex technical issues, managing multiple customer accounts, and supporting end-users across diverse departments. Strong foundation in Windows, Active Directory, Microsoft Azure and network security complemented by continuous cybersecurity learning and CompTIA certifications including A+, Network+, Security+, CySA+, and PenTest+. Committed to cost savings and minimizing downtime through proactive system maintenance, efficient problem resolution, and security-conscious practices.

Technical Experience

- **Helpdesk & End-User Support:** Active Directory, Office 365, Windows 10/11, Remote Desktop, TeamViewer, Ticketing Systems (ServiceNow, Zendesk, Jira)
- **Hardware & Software:** Imaging (ISO), PC refurbishment, peripherals, POS systems, printers, MacOS, Linux
- **Cybersecurity Tools:** Wireshark, Burp Suite, Splunk, Nessus, Nmap, Metasploit, Microsoft Azure Sentinel SIEM, FTK Imager
- **Penetration Testing Tools:** Gobuster, Hydra, John the Ripper, Hashcat, SQLmap, Nikto, Dirb, Enum4linux, SMBclient, Netcat, Searchsploit
- **Post-Exploitation & AD Tools:** PowerView, BloodHound, Mimikatz, Impacket, CrackMapExec, Responder, Empire, Covenant
- **Programming & Scripting:** Python, PowerShell, C#, SQL, Java, JavaScript, HTML, WordPress, Postman, GitHub, Bash scripting
- **Networking & Firewalls:** TCP/IP, DNS, DHCP, VPN, Cisco Routers/Switches, Ubiquiti Unifi Networks, pfSense, Palo Alto NG Firewall configuration
- **Web Application Security:** OWASP Top 10, XSS, SQL Injection, CSRF, Directory Traversal, Authentication

Professional Experience

Zund America Inc. | Returns Specialist 2023 – 2025

- Re-imaged Onlogic Industrial PCs using ISO images and developed PowerShell scripts to efficiently manage Windows 10 Enterprise LTSC security updates, preventing \$12,000 in potential product loss.
- Designed and implemented an internal website to support the sales team in tracking and accessing spare warehouse inventory, resulting in a 15% reduction of static products.
- Conducted remote firmware and software upgrades via TeamViewer, minimizing customer production downtime.
- Helped teammates with technical issues, Excel sheet password bypass, outlook dashboard configurations and network connectivity.
- Assisted the IT team with backup server installation and configuration, resulting in minimal down time.
- Developed documentation on receiving, return crediting, international shipping and U.S. Customs procedures.
- Tested and documented issues with Zund tools, circuit boards and small parts to verify credit eligibility, resulting in major cost savings for the company's warranty policy.

Milwaukee Brewing Co. | WordPress Developer / IT Support 2020 – 2021

- Maintained, secured, and backed up three company websites with WordPress.
- Integrated Google Maps API for enhanced product location and promotional visibility.
- Supported network security initiatives and managed Ubiquiti network infrastructure.

Milwaukee Ale House | Bar Operations Manager / Assistant General Manager 2003– 2020

- Implemented the TOAST POS system, optimizing operational workflows and enhancing transactional security.
- Consistently exceeded labor, product, and entertainment budget targets, qualifying for quarterly bonuses.
- Improved social marketing engagements through Instagram and Facebook by 30%.

Lead Bartender

Projects and Relevant Experience

Microsoft Azure Sentinel & VM Honeypot Security

- Deployed a virtual machine honeypot in Microsoft Azure, configured with open ports to monitor and analyze unauthorized access attempts.
- Utilized PowerShell to correlate failed RDP login attempts (Windows Event ID 4625) with attacker IP addresses.
- Developed a Microsoft Sentinel workbook to visualize the geolocation data of attacker IPs on a world map.

Home Lab Network Security and Ubiquiti Integration

- Engineered and maintained a comprehensive home lab infrastructure using Proxmox for virtualization and TrueNAS for storage management.
- Simulated advanced real-world network environments with a 32-core AMD Epyc Milan processor, 256GB RAM, and 34TB storage.
- Integrated an Ubiquiti Unifi home network and security solution featuring a UDM SE and professional Cat6 cabling installation.
- Installed PoE IP security cameras and wireless device bridge to remote IP cameras.

Education

Milwaukee Area Technical College, Milwaukee, WI (2022 – 2024)

- Associate degree in applied science - IT Information Systems Security Specialist - PTK Honors

Marquette University, Milwaukee, WI (2020 – 2022)

- Computer Science, Member of Marquette Cyber Eagles CTF Competition Team

Full Stack Web Development Bootcamp - Dev Code Camp, Milwaukee, WI (2020)

- Technologies: C#, ASP.NET MVC, SQL, JavaScript, HTML, CSS, GitHub, Google API

Certifications

CompTIA PenTest+ (2025)

CompTIA CySA+ (2025)

CompTIA Security+ (2024)

CompTIA Network+ (2024)

CompTIA A+ (2023)

CompTIA TestOut: Ethical Hacker Pro (2024)

CompTIA TestOut: Server Pro 2016 Networking (2023)

CCNA: Introduction to Networks (2023)

CCNA: Switching, Routing, and Wireless Essentials (2023)

CVSS v4.0 - Common Vulnerability Scoring System (2025)