

# JONATHAN INGRAM

**Principal IT Consultant | Solutions & Infrastructure Architect | Cybersecurity**  
**Premier Broadband & Consulting, LLC. | [www.pbcllc.com](http://www.pbcllc.com) | SBA-Certified SDVOSB**

23+ Years Leading Enterprise Technology | Available for C2C Contract Engagements

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## EXECUTIVE SUMMARY

Senior IT executive and hands-on technology leader with 23+ years of progressive experience across enterprise infrastructure, cybersecurity, IT operations, systems and solutions architecture, cloud, virtualization, and technology consulting. Proven progression from U.S. Navy systems administration and network security through engineering, IT management, enterprise architecture, solutions architecture, and company leadership. Managed multimillion-dollar technology environments, led globally distributed teams, modernized complex infrastructure, built cybersecurity capabilities, and advised organizations on technology strategy, risk, resilience, and investment. Combines executive-level decision making with the technical depth to architect, implement, secure, and troubleshoot critical environments. Selected for an assignment supporting the National Security Agency (NSA), where I designed a resilient, dual-homed network and blade-server architecture supporting a high-value national security mission. Maintained a Top Secret/SCI security clearance throughout eight years of U.S. Navy service.

## SELECTED CAREER IMPACT

- Reduced IT operational costs 70% by virtualizing 63 physical servers and modernizing enterprise server infrastructure.
- Managed a \$1.5M annual IT budget and approximately \$5M in server, networking, and security assets.
- Generated \$50K+ in annual vendor savings and recouped \$250K from former business relationships through contract and vendor management.
- Designed and implemented 25+ VxRail clusters using vSAN, NSX, VMware Cloud Foundation, and related VMware technologies.
- Architected a 1 Gb-to-40 Gb backbone modernization and consolidated 14 blade servers to four while materially increasing available resources.
- Led enterprise proofs of concept spanning VDI and network security for environments as large as 56,000 users.
- Built a cybersecurity practice supporting penetration testing, vulnerability assessment, PCI compliance, and vendor security review.

## CORE EXPERTISE

IT Strategy & Leadership | Infrastructure Architecture | Cybersecurity & Risk | IT Operations | Network & Security Engineering | VMware / VxRail / vSAN / NSX | Fortinet | Microsoft 365 / Active Directory | Azure / AWS | Cloud & Hybrid Infrastructure | Business Continuity / Disaster Recovery | Vulnerability Management | NIST / CIS / CMMC / HIPAA / PCI | Vendor & Contract Management | Budgeting / Procurement | Project & Program Leadership | vCIO / Client Advisory | Team Leadership

## PROFESSIONAL EXPERIENCE

### **Founder / President | Senior IT & Cybersecurity Consultant | Premier Broadband & Consulting, LLC (PBCLLC)**

*July 2021 - Present*

- Lead an IT managed services, cybersecurity, infrastructure, cloud, compliance, and professional services organization serving commercial and public-sector clients; own technology strategy, service delivery, client relationships, vendors, contracts, budgeting, procurement, and business development.
- Act as senior technology advisor and vCIO while remaining hands-on in solution architecture, implementation, troubleshooting, cybersecurity operations, and complex escalations.
- Architect and support secure environments spanning FortiGate/FortiSwitch/FortiAP, VPN and HA, network segmentation, servers, virtualization, storage, Microsoft 365, Active Directory, cloud, and endpoint platforms.
- Develop and operate cybersecurity capabilities including EDR, SIEM/security monitoring, vulnerability management, security assessments, automated security testing, identity security, web filtering, backup/disaster recovery, and incident response.
- Create information-security policies, incident-response procedures, governance programs, and technical standards aligned as applicable with NIST SP 800-53/800-171, CIS Controls, CMMC, HIPAA, GLBA, and PCI requirements.
- Direct MSP operations across RMM, patching, endpoint security, help desk, asset management, documentation, backup monitoring, proactive maintenance, and lifecycle management.
- Lead engagements end-to-end from discovery, risk and requirements analysis, and architecture through budgeting, procurement, implementation, migration, documentation, acceptance, and ongoing support.

### **Solutions Architect | Achieve 1, LLC**

*October 2017 - July 2021*

- Designed cloud and hybrid-cloud solutions by assessing customer environments, business requirements, security needs, and migration objectives.

- Created a cybersecurity practice supporting penetration testing, vulnerability testing, PCI compliance, and vendor security review.
- Designed and implemented 25+ VxRail clusters leveraging vSAN, NSX-V/T, vRNI, VMware Cloud Foundation, and VMware Validated Designs.
- Designed leaf/spine, top-of-rack, and firewall architectures; conducted cloud workload assessments and Azure migrations.
- Built the company VxRail lab for migration training and root-cause recreation and helped isolate a crippling ransomware event, accelerating restoration of manufacturing and business operations.

### **Systems Architect | Patient Advocate Foundation**

*January 2016 - September 2017*

- Architected a backbone upgrade from 1 Gb to 40 Gb and consolidated 14 HP blade servers to four Dell blade servers, reducing footprint while materially increasing available resources.
- Designed storage, firewall, backup, VMware ESXi/vSAN, HA/fault-tolerance, monitoring, capacity-planning, DRaaS, and cloud-service improvements.
- Co-sponsored a \$1M annual IT operations budget and supported an Office 365 E3 migration for approximately 250 users.
- Strengthened security using RADIUS, SSL certificates, Geo-IP filtering, IPS/IDS, DDoS prevention, load balancing, firewall tuning, internal penetration testing, and daily security monitoring.
- Maintained HIPAA-focused security controls and mobile-device management.

### **IT Manager | Mitsubishi Chemical Holdings America**

*October 2011 - December 2015*

- Managed a \$1.5M annual budget and approximately \$5M in server, networking, and security assets while leading personnel across multiple time zones and countries.
- Reduced operational costs 70% by converting 63 physical servers to VMware ESXi virtual machines and modernizing Windows Server infrastructure.
- Negotiated \$50K+ in annual vendor savings and recouped \$250K from companies no longer doing business with the organization.
- Directed high-level projects with \$100K+ capital at stake and co-founded the MELASTICS VMware-based cloud service initiative.
- Led enterprise proofs of concept from VDI to network-security solutions for environments as large as 56,000 users.
- Mentored and hired personnel, improved recovery and reliability processes, served as U.S. security manager, and supported legal/internal investigations and HIPAA-related functions.

## **EARLIER U.S. NAVY & DEFENSE IT EXPERIENCE**

### **VMware Engineer | Navy Information Operations Command | Jul 2010 - Oct 2011**

Led ESX consolidation and deployment, authored strategy and performance-monitoring processes, improved disaster recovery, trained 25 technicians, and administered Active Directory, Cisco networking, Red Hat, and hardened servers.

### **Systems Engineer | Norfolk Ship Support Activity | Mar 2010 - Jul 2010**

Supported military high-value assets and mission-critical systems, rebuilt Active Directory domains, resolved platform defects, delivered remote troubleshooting, and contributed to approximately 130 U.S. Navy enterprise networks.

### **Network Security Auditor | USS Harry S. Truman | Sep 2009 - Mar 2010**

Performed network-security auditing, ACL administration, systems investigations, patch scripting, backup redesign, technical training, and daily leadership of four personnel.

### **IT Supervisor | USS Iwo Jima | Apr 2007 - Sep 2009**

Supervised IT operations and three personnel; supported server modernization, information assurance, network upgrades, SOP development, and incident response.

### **Systems Administrator | USS Saipan | Feb 2004 - Apr 2007**

Administered Windows domain services, backups, user accounts, and workstation/server operations, establishing the foundation for a career in enterprise IT and cybersecurity.

## **TECHNOLOGY & SECURITY**

**Infrastructure / Virtualization:** VMware ESXi, VxRail, vSAN, NSX, VMware Cloud Foundation, vRealize Operations/Automation, Zerto, Dell/EMC storage, enterprise server platforms

**Networking / Security:** Fortinet/FortiGate, Cisco routing and switching, SonicWall, ASA, F5/Kemp load balancing, BGP, GRE, LACP, TLS, VPN, VoIP, RADIUS

**Microsoft / Cloud:** Active Directory, Microsoft 365, Windows Server, Azure, AWS, SQL, SCCM, WSUS, PowerShell, SharePoint, cloud/hybrid infrastructure

**Cybersecurity / Resilience:** Nessus, Wireshark, SIEM/security monitoring, vulnerability management, penetration-testing tools/concepts, endpoint security, IPS/IDS, DDoS controls, incident response, backup and disaster recovery

**Frameworks / Compliance:** NIST SP 800-53, NIST SP 800-171, CIS Controls, CMMC, HIPAA, HITECH, PCI-DSS, GLBA

## **CREDENTIALS & PROFESSIONAL DEVELOPMENT**

CompTIA Network+ | CompTIA Security+ | CEH | CHFI | CISA | CISSP | CISM | VCP-DCV | VCP-NV | VMware SD-WAN | VMware View | Azure | AWS | Leading with Emotional Intelligence | U.S. Navy advanced information systems and network vulnerability training

### **Clearance History:**

**Secret (2003-2004)**

**Top Secret/SCI (2004–2011)**

## **EDUCATION & RECOGNITION**

Cybersecurity Studies - College coursework toward B.S. in Cybersecurity

High School Diploma - Open Door Christian School, Tuscaloosa, Alabama

### **Achieve 1, LLC**

2020 Technical Solutions Employee of the Year

2020 5% Merit Increase

### **Patient Advocate Foundation**

2016 Highest Department Merit Increase (4%)

### **Mitsubishi Chemical Holdings America**

2013 Promotion from Systems Administrator to IT Manager

2012-2015 5% Merit Increases

### **United States Navy**

Honorably Discharged, U.S. Navy (2011)

Navy Good Conduct Medals (2006, 2009)

Early Promotion to Petty Officer Second Class (2008)