

## EDUCATION & CERTIFICATIONS



# SAMUEL TYLER WATSON

### SUMMARY

Experienced IT Systems Analyst with progressive experience supporting enterprise IT environments. Proven background in systems analysis, access governance, and business process improvement.

Security-minded professional with CompTIA Security+ certification and practical exposure to identity and access management (IAM), role-based access control (RBAC), and secure change management. Adept at partnering with business stakeholders, IT teams, and vendors to deliver compliant, secure, and efficient system solutions.

### CONTACT

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**Mississippi Gulf Coast Community College**  
Associate of Arts, Cybersecurity Technology

**University of South Alabama**  
Bachelor of Arts, Communications

**CompTIA Security+ Cybersecurity Certification**  
Issue Date - March 2026

## WORK EXPERIENCE

**IT Systems Analyst II – HOPE Federal Credit Union**  
2023 - Present

Led access governance and IAM initiatives by standardizing RBAC across IT systems, reducing over-privileged access and strengthening security in a regulated environment. Designed and enforced role-based access provisioning and deprovisioning workflows aligned with least privilege and audit requirements. Supported secure change and release management by assessing access impacts, validating controls during testing, and coordinating with internal teams and vendors to reduce risk.

**IT Systems Analyst & Business Process Analyst – Keesler Federal Credit Union**  
2019 - 2023

Collaborated with stakeholders to analyze requirements, recommend solutions, manage implementations, and test new and existing application solutions. Organized and communicated enhancement requirements with internal teams and vendors while evaluating and improving business processes through documented analysis and workflow reviews. Performed application administration duties, including system maintenance, release updates, and ongoing support. Regularly partnered with business units using Agile methodologies to implement enhancements and maintained vendor relationships to ensure successful product delivery and support.

**Tier 1 Technician & Tech Sales – Digital Network Solutions**  
2018 - 2019

Provided remote and on-site technical support, diagnosing and resolving hardware and software issues for clients. Created sales quotes and communicated with clients to address technical needs and service requests. Managed incoming calls and emails by documenting issues and converting them into support tickets. Contributed to company website development and maintained web and social media content.

# WORK EXPERIENCE

## **IT Helpdesk & On-Site Technician – Cirrus Systems, Inc.**

2017 - 2018

Provided remote technical support with a strong focus on rapid ticket resolution and client satisfaction. Collaborated within a small team environment while taking initiative to troubleshoot and resolve complex network-related issues, including name resolution, routing, messaging, and voice communications. Supported and maintained multiple versions of Windows Server, utilizing administrative tools for directory services and database-driven business applications. Delivered on-site technical support as needed, including workstation deployments, IP-based phone installations, end-user troubleshooting, and hardware component replacement.

## **EASYTech Associate – Staples, Inc.**

2014 – 2016

Diagnosed issues among customer PCs using an in-house PC cleaning program. Advised customers on solutions to various PC issues and assisted in sales of desktops, laptops and other tech-related products.

# CORE SKILLS

- **IT Systems Analysis & Support**
- **Identity & Access Management (IAM)**
- **Role-Based Access Control (RBAC)**
- **Change & Release Management**
- **Application & Platform Administration**
- **Business Process Analysis & Improvement**
- **Agile & Cross-Functional Collaboration**
- **Vendor & Stakeholder Management**
- **Risk Awareness & Least Privilege Principles**
- **Financial Services & Regulatory Environments**