Adam Roberts

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SELECTED NOTABLE ACHIEVEMENTS

- Improved patch compliance by 70% by automating patch workflows and vulnerability remediation across multiple organisations using custom scripting and ServiceDesk Plus.
- Supported 800+ users with 99% uptime by leading distributed IT teams and acting as the final escalation point for complex infrastructure and endpoint issues across time zones.
- Achieved and maintained FedRAMP High readiness for 3 organisations by implementing DISA STIG and CIS benchmarks, conducting POA&M reviews, and supporting ConMon cycles across hybrid cloud environments.
- Accelerated infrastructure provisioning by 40% by automating Linux and cloud server deployments with Bash and Python across AWS, Azure, and GCP environments.
- Reduced operational friction by 20% across 3 merged platforms by consolidating Jira and Confluence instances and standardising workflows post-acquisition at Shield AI and Options IT.
- Maintained 24/7 uptime for 4 mission-critical systems by serving as the Linux and Windows SME, reducing development downtime by 15%.
- Reduced manual workload by 50% in key IT ops tasks by building automation tools in Bash, Power Automate, and Python for provisioning, compliance reporting, and ticket triage.
- Enabled executive oversight of IT performance by developing PowerBI dashboards that visualised KPIs, SLA metrics, and incident trends for infrastructure leadership, which improved decision making speed by 10%.

TOP SKILLS & CERTIFICATIONS

Scripting:	Python, Bash, Power Automate
Security:	FedRAMP, STIGs, CMMC, ConMon
Cloud:	AWS, Azure, GCP, Docker, Kubernetes
Tools:	Splunk, Tanium, Jira, GitLab, Intune, Tenable, Rapid7
OS:	RHEL, Ubuntu, Windows Server, Arch Linux
Clearance:	US Gov Security Clearance (2024)
Certs:	Security+ (2025), RHCSA (2022), ITIL 4 (2025), CAPM (2025), CSM (2021), OSINT (2023), Jira Admin (2021)

PROJECTS

Crucible (2025 - Present)
AI-powered Git-style progress tracker

Green Fund Machine (04/2017 - 02/2019)
Converted plastic bottles into 3D filament

AWARDS

Applause Award - MITRE
Agentic AI Cybersecurity POC *(2025)*
1st Place Winner - Brivo Science Fair
Project BMMC: POC of Emergency Alert System with Encrypted Chat Capabilities *(2019)*

EXPERIENCE

MITRE - Lead IT Systems Engineer
Feb 2025 - Jun 2025

Led the research, design, and delivery of an AI-driven cybersecurity whitepaper for a government Sponsor, collaborating cross-functionally to prototype LLM Agent Teams capable of analysing CVE/KEV data, SIEM logs, and POA&M documentation.

Nebulous IT Consulting - ISSE & Infra Engineer & Owner
Oct 2021 - Mar 2025

Improved FedRAMP audit success rates by up to 60% by leading the review and revision of internal and client-facing security policies and implementation statements aligned with FedRAMP Moderate and High baselines.

USAI - Sr Systems Lead & ISSO
Sep 2024 - Feb 2025

Reduced annual FedRAMP audit cycle from 8 weeks to 5 weeks by building a proactive evidence collection and control review process, improving 3PAO success rates and reducing friction during compliance cycles.

Shield AI - IT Ops Manager & Sr IT Engineer SRE
Jul 2023 - Aug 2024

Built several internal tools using Python and Power Automate to streamline IT operations, reducing manual workload by 60%, and advised the IT Director on AI adoption strategy to align with company-wide automation and scaling goals.

Options IT - Sr Technical Support Engineer & Jr Technical PM
Mar 2020 - Aug 2022

Helped lead a team on-site support engineers, delivering white-glove IT support to over 400 end users while maintaining high availability and fast incident response.

Brivo Systems LLC - Tech Support Representative
Oct 2018 - Feb 2020

Conducted hands-on testing and validation of hardware and software products, assisting engineering with bug reproduction, data capture, and root cause analysis, leading to 10% faster patch releases and shorter QA turnaround times.

Green Castle Security - IT Director & Company Partner
Mar 2016 - Oct 2018

Implemented secure CI workflows and managed GitHub repositories, supporting vulnerability testing and reducing average resolution time by 35% through streamlined organisation-wide support.