Samantha Tindle

Greater Great Falls, MT Area | Remote Work

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Professional Summary

Multidisciplinary Systems Administrator and Cybersecurity Generalist with 5+ years of experience across digital forensics, OSINT, incident response, and cross-platform administration (Linux/Windows). Proven ability to support secure system operations for diverse clients, drive compliance (HIPAA, PCI-DSS, ISO 27001), and conduct thorough investigative documentation. Current focus includes vulnerability management, behavioral threat analysis, social engineering countermeasures, and pursuing B.S. in Cybersecurity.

Professional Experience

System Administrator *Flathead Consultants • Sep 2022 – Present*

- Maintain security and performance for client Linux systems (Ubuntu, Rocky, Debian) through consistent patching, updates, configuration hardening (auditd), and proactive monitoring, achieving high availability targets (>99.5% uptime).
- Provide client-facing consulting for infrastructure optimization, security posture improvement, and alignment with compliance standards (HIPAA, PCI-DSS readiness).
- Support endpoint management (e.g., CrowdStrike, SentinelOne deployment/tuning), secure configuration, and infrastructure operations in distributed environments.

Cybersecurity Awareness Educator & Broadcaster *Self-employed (Remote) • Nov 2022 – Sep 2024*

- Developed and delivered live educational content on cybersecurity topics (e.g., phishing awareness, password security, OSINT basics) to an online audience via the Twitch platform (cultivating 1.3k followers) and TikTok (generating over 2.5 million views on educational content).
- Researched, planned, and produced regular streams focused on making cybersecurity, general computer use knowledge, and technical topics like retro hardware/emulation accessible to a general audience.

- Managed live chat interactions, fostering a community focused on learning and discussing digital safety.
- Utilized broadcasting software (OBS) and managed technical setup for live video production.
- Created supplementary materials including guides, slideshows, videos, summaries, and resource lists for viewers.

Technical Analyst II *Easterseals-Goodwill Northern Rocky Mountain • Oct 2020 – Oct 2022*

- Administered and supported SharePoint Online, UKG Pro (Kronos), and POS systems within hybrid cloud/on-prem environments, ensuring data integrity and system availability for retail and service operations.
- Developed and led cybersecurity awareness training programs using KnowBe4 for 300+ users; created targeted materials and remediation protocols, contributing to a measurable reduction (~25%) in successful phishing attempts.
- Provided Tier 2/3 technical support for complex issues within HIPAA-regulated environments, maintaining meticulous documentation for audit trails and compliance verification.

Service Desk Technician *Patterson-UTI • Sep 2018 – Feb 2020*

- Delivered Tier 1/2 remote and field technical support via Jira and ServiceNow, resolving an average of 20+ tickets daily across diverse Windows-based systems.
- Ensured IT asset compliance and operational resilience while providing critical IT support in high-availability, high-stakes field environments (oil rigs).

Police Report Specialist *Claims Management Resources, Inc. • Apr 2018 – Sep 2018*

- Analyzed law enforcement collision and incident reports to support Department of Transportation (DOT) commercial vehicle claim assessments.
- Utilized Excel for data organization, documentation, and reporting; performed light IT support functions related to data integrity.

Private Investigator / Report Specialist *Winston Services • Jun 2016 – Feb 2018*

- Conducted digital investigations (including passive OSINT, social media analysis, public records research) for civil litigation, workplace incidents, and insurance claims (workers' comp, accidents).
- Authored comprehensive investigative reports featuring timeline reconstructions, behavioral analysis summaries, and actionable findings tailored to legal and corporate client objectives.

Data Entry Specialist (Contract) *American Fidelity • Aug 2015 – Mar 2016*

- Performed high-volume data entry for health insurance claims, ensuring accuracy in digital and manual records systems.

Hostess Server (Part-Time) *Sushi Neko • Jan 2013 – Sep 2015*

- Provided bilingual customer service (Thai/Lao/English) and operated POS systems in a fast-paced restaurant.

Education

Western Governors University (Anticipated Start: Apr 2025) *B.S. in Cybersecurity and Information Assurance (Accelerated Track) Expected Completion: Dec 2026*

Oklahoma City Community College *Coursework in Visual Arts, Japanese Language, and General Studies • Mar 2012 – Jul 2014*

Coursera (2024) *Cognitive Science Studies, Homeland Security, Psychology • April 2025*

Volunteer Experience

IT & Community Support Volunteer *Redeemer Lutheran Church • Jun 2022 – Jul 2022*

- Installed, configured, and managed network/audio-visual cabling and equipment (cameras, microphones, streaming hardware) to facilitate live streaming of services for remote attendees.
- Provided technical troubleshooting for A/V and streaming setup to ensure reliable service delivery.
- Participated in community outreach, distributing essential supplies (food, water, basic medical items) to individuals experiencing homelessness in local encampments.

Wild-Live Streamer (Volunteer Fundraiser) *WWF (World Wide Fund for Nature) • Jun 2023 – Jul 2023*

- Organized and executed a personal fundraising campaign via Twitch for WWF's "Change the Current 2023" ocean conservation initiative.
- Raised $400 and increased awareness for the protection of marine ecosystems and coastal communities.

Certifications

(Completed Apr 2024)

- Assets, Threats, and Vulnerabilities – Google
- Connect and Protect: Networks and Network Security – Google
- Foundations of Cybersecurity – Google
- Introduction to Cybersecurity Careers – IBM
- Play It Safe: Manage Security Risks – Google
- Tools of the Trade: Linux and SQL – Google

Technical Skills

- **Operating Systems**: Windows Server 2016–2022, Windows 10/11, Ubuntu, Debian, Rocky Linux, Kali Linux, ParrotOS, Mint
- **System Admin & Virtualization**: Active Directory, Group Policy, WSUS, PXE Boot, Sysprep, VMware vSphere, ESXi, TeamViewer, Remote Desktop, AnyDesk
- **Networking & Security**: OpenVPN, IPsec, ZeroTier, Ubiquiti EdgeOS, pfSense, SonicWall, Wireshark, Nmap, TCPDump, Windows Defender ATP, CrowdStrike, SentinelOne, KnowBe4, auditd, SSH, Cylance
- **Compliance & Risk**: HIPAA, PCI DSS, ISO/IEC 27001, OSHA, syslog, EDD
- **OSINT, Forensics & Recon**: TLOxp, Recon-ng, Maltego, Wayback Machine, Shodan, DNSdumpster, Google Dorking, Autopsy, FTK Imager, Volatility, ExifTool
- **ITSM & Workflow**: Jira, ServiceNow, Freshservice, Okta, UKG Pro/Kronos, MS Teams, Confluence, Slack, SharePoint
- **Scripting & Automation**: Bash, PowerShell, Python (Basic), SQL, Lua, cron
- **Backup & Imaging**: Veeam, Windows Backup, System Image Recovery

Languages

- English (Native)
- Thai (Conversational)
- Lao (Conversational)
- Japanese (Basic)