

# ADAM POWELL

Technical Support | Security Tooling and Automation | TypeScript, PowerShell, Node.js

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2,200+ GitHub contributions in the last 12 months across IronVeil Labs projects

## PROFESSIONAL SUMMARY

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Customer-facing technical support and tooling specialist with 3.5+ years troubleshooting Microsoft 365, security, and infrastructure issues across 30+ SMB clients in regulated industries. Builds production tooling in TypeScript, Node.js, and PowerShell to eliminate repetitive support work and ship better customer experiences, with a portfolio of shipped indie projects covering AI data-loss prevention, threat intelligence aggregation, and unified MSP administration. Reads code as part of how I solve problems. Backed by CompTIA Security+, A+, and Microsoft MTA certifications.

## CORE COMPETENCIES

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<b>Technical Support</b>	Tier 1 through Tier 4 troubleshooting, root cause analysis, SLA-driven communication, escalation coordination, customer-facing technical writing
<b>Developer Tools</b>	GitHub, GitHub Actions, Git, VS Code, JetBrains IDEs, Pester, Jest, npm workspaces, Claude Code
<b>Languages</b>	TypeScript, Node.js, PowerShell, C# / .NET (WPF), Python (FastAPI), VBA
<b>Security</b>	Application security adjacent, AI DLP, threat intelligence, OWASP Top 10, NIST CSF, CIS Benchmarks, OAuth 2.0, MFA, Conditional Access
<b>Microsoft 365</b>	Entra ID, Exchange Online, Teams, SharePoint, Intune, Microsoft Graph API, MSAL
<b>Documentation</b>	Knowledge base authoring, customer runbooks, technical SOPs, GitHub-hosted project docs
<b>Compliance</b>	DLP policies, sensitivity labels, audit log analysis, HIPAA, PCI-DSS, GDPR mapping

## PROFESSIONAL EXPERIENCE

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### Technology Success Manager | EON Consulting

2024 - Present

Customer-facing technical support and tooling for 30+ SMB clients across Healthcare, Wealth Management, and Finance. Owns recurring technical issues end to end - from troubleshooting through documentation through process automation.

- Built a multi-sheet compliance tracking system covering 22 clients, 280+ training records, and a manually transcribed 122-module video catalog after Sophos PhishThreat exposed no data export; Power Automate Desktop flows now process raw vendor reports and distribute mid-month status updates to client points of contact automatically
- Authored production PowerShell tooling to automate routine Microsoft 365 and Entra ID administrative tasks across the client portfolio, materially reducing manual effort and ticket volume
- Built a Power Automate and VBA-based meeting transcript pipeline that eliminated a fully manual post-meeting documentation process for an enterprise client
- Diagnosed and resolved escalated Microsoft 365, Entra ID, Exchange Online, and endpoint issues spanning identity, mail flow, and device management
- Created and maintained client-facing technical documentation, runbooks, and standard operating procedures across regulated industries
- Designed and delivered Microsoft Copilot adoption programs including end-user training, governance documentation, and AI readiness assessments

### Service Desk Technician | EON Consulting

September 2022 - 2024

High-volume MSP service desk supporting Tier 1 through Tier 4 technical issues across multiple client accounts.

- Resolved Tier 1 through Tier 4 tickets spanning hardware, software, Microsoft 365, networking, and security in a fast-paced multi-client environment
- Communicated technical issue status and resolution timelines directly to end users and client stakeholders, maintaining SLA-driven response cadence across simultaneous tickets
- Identified recurring issues and contributed to internal documentation and runbooks to reduce repeat ticket volume

### **Career Break - Full-Time Family Caregiver**

*January 2019 - September 2022*

*Stepped away from the workforce as primary caregiver for a family member. Used the period to transition into a technology career.*

- Earned CompTIA Security+, CompTIA A+, and three Microsoft MTA certifications (Security, Server, and Networking Fundamentals)

### **Bar and Front of House Manager | Eddie V's Prime Seafood**

*January 2014 - January 2019*

- Managed bar and front-of-house operations across high-volume service shifts; coached staff on service standards and guest interaction

## **TECHNICAL PROJECTS**

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*Full portfolio with source and documentation at [lab.iron-veil.dev/projects](https://lab.iron-veil.dev/projects)*

### **Panoptes** - *AI data loss prevention and compliance monitoring - TypeScript dual-target (VS Code extension and browser)*

- Real-time monitoring of AI assistant interactions across 25+ services (ChatGPT, Claude, Gemini, GitHub Copilot, Microsoft Copilot, and others) for PHI, PII, financial data, and credential exposure; 70+ regex detection patterns with ML confidence scoring and context analysis to reduce false positives
- Enterprise integration with Microsoft Purview, Symantec DLP, Splunk, Elastic SIEM, Microsoft Sentinel, and IBM QRadar via CEF/LEEF; GPO-deployable for managed environments; compliance reporting mapped to HIPAA, PCI-DSS, GDPR; 375+ passing tests

### **CyberPulse** - *Threat intelligence aggregation system - Python / FastAPI / XGBoost*

- 20 collector adapters covering NIST NVD, CISA KEV, MITRE ATT&CK, OTX, VirusTotal, Shodan, abuse.ch, and others; multi-tenant isolation, configurable severity alert tiers, ML-based threat classification, embedded analytics dashboard
- 52 REST endpoints, 393 automated tests, security audited April 2026 with all 14 findings remediated

### **Axis** - *Unified MSP-focused Microsoft 365 administration platform - PowerShell / WPF / C# / Microsoft Graph*

- Multi-tenant credential management, form-driven user provisioning, mailbox / DL / Teams / SharePoint administration, transport rule templates, MDM device compliance tracking, 19 report templates with Excel export, unified audit log search, security hardening checks
- MSAL authentication with MFA, white-label branding, Pester test suite, WiX MSI installer, GitHub Actions CI/CD pipeline

## **CERTIFICATIONS**

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CompTIA Security+ | CompTIA A+ | Microsoft MTA: Security Fundamentals | Microsoft MTA: Server Fundamentals | Microsoft MTA: Networking Fundamentals

## **EDUCATION**

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High School Diploma | College coursework in progress