

# Matthew Strong

5324 Wagner Rd, Cedar Falls, Iowa 50613 | (641) 295-6391 | [contact@matthewstrong.org](mailto:contact@matthewstrong.org) | [linkedin.com/in/strongmatt515/](https://www.linkedin.com/in/strongmatt515/)

## PROFILE

Passionate IT and Security Professional with 6+ years of combined experience in physical security and technology support. Skilled in policy review, risk assessment, cross-functional collaboration, and end-user support, with a proven track record of enhancing operational security and compliance. Currently hold an M.S. in Cybersecurity and Information Assurance and multiple industry-recognized certifications including CISSP.

## EDUCATION

M.S. in Cybersecurity and Information Assurance (July 2024)  
Western Governors University

B.A. in Criminology (December 2017)  
University of Northern Iowa

## CERTIFICATIONS

ISC2 CISSP  
CompTIA Security+      CompTIA Pentest+

CompTIA CySA+      CompTIA Data+

## RELEVANT EXPERIENCE

### Technology Support Specialist | Black Hawk County | August 2023 – Present

- Led three security training sessions for 140 Sheriff's Office staff, focusing on CJIS compliance best practices.
- Implemented multifactor authentication (Office 365), facilitating YubiKeys for secure email access, and revised policies to reinforce CJIS compliance.
- Created an internal "Compliance Advisor GPT" using ChatGPT to streamline compliance discussions and references during team meetings.
- Conduct asset inventory and maintain detailed documentation (ManageEngine, ServiceDesk Plus) for audit readiness.
- Coordinate cross-functional projects ensuring alignment with security frameworks and regulatory requirements.
- Developed multiple internal applications (PowerApps, SharePoint) and an automated notification system (Power Automate) for streamlined onboarding/offboarding.

### Master Control Technician | Black Hawk County Sheriff's Office | January 2018 – August 2023

- Oversaw staff and inmate movement using surveillance and control systems (exacqVision, Stanley Commander) to uphold security standards and protect critical infrastructure.
- Led emergency response protocols, collaborating with ambulance, fire, and law enforcement agencies to ensure compliance with safety and legal requirements.
- Served as a Field Training Officer, mentoring over a dozen Master Control Technicians on standard operating procedures, safety protocols, and policy compliance.
- Participated in organization-wide policy reviews to align operational practices with evolving security regulations and strategic objectives.

## KEY SKILLS

GRC & Compliance: Policy review, internal control enforcement, risk identification, documentation, and audit readiness.

Security Operations: Physical security protocols, monitoring systems, emergency response coordination.

Technical Support: Troubleshooting hardware/software, asset management, user training, and ServiceDesk administration.

Collaboration & Communication: Cross-functional team coordination, vendor management, and policy stakeholder engagement.

Tools & Technologies: ManageEngine, ServiceDesk Plus, PowerApps, SharePoint, Power Automate, Office 365, Entra Admin, exacqVision, Stanley Commander.