

Judah Williams

Valdosta, GA | (404) 984-3571 | judahwill21@gmail.com

LinkedIn: www.linkedin.com/in/judahwilliams

Professional Summary

Navy Veteran with proven experience in geospatial intelligence operations, geopolitical analysis, and security fields. Possesses a comprehensive background in leadership, strategic planning, risk management, extreme attention to detail, and critical thinking. Able to distill complicated, technical information to diverse, non-technical audiences and ensure all parties reach mutually desired goals. Extremely proficient in IT/Tech field. Experience in coaching health and fitness to groups. ISSA Certified Personal Trainer.

AREAS OF EXPERTISE

- Customer & Client Service
- Photogrammetry
- Aerial Photo Interpretation
- Critical Thinking & Problem Solving Techniques
- Help Desk & Ticketing
- Public Speaking
- Intelligence Analysis
- Intelligence Collection & Planning
- Hardware Maintenance and Upgrades
- Computer Applications
- Software & Hardware
- Technical Math
- LAN/WAN/VLAN/Wi-Fi
- Geospatial Intelligence (GEOINT)
- Computer Systems Troubleshooting & Maintenance
- Python

EDUCATION & CERTIFICATIONS

B.S. Cybersecurity and Information Assurance | Western Governors University **Mar 1, 2024 - Present**
Certified Personal Trainer | International Sports Sciences Association **September 2023**
FAA Part 107 U.A.S Pilot | Federal Aviation Administration **December 5, 2023**

PROFESSIONAL EXPERIENCE

WORK EXPERIENCE

Warehouse Worker (Feb 2024 - Present) - Target | Tifton, GA

- Work quickly, safely and efficiently to handle product within the warehouse to ensure the accurate processing of merchandise to our stores network and our guests.
- Operate heavy machinery.

Customer Service Representative (May 2023 - Feb 2024) - Concentrix | Valdosta, GA

- Interfaced with customers via inbound/outbound calls and/or via the Internet.
- Clarified customer requirements; probing for understanding, used decision-support tools and resources to resolve customer issues that were non-standard/unstructured and required some clarification or conceptual thinking.

- Listened attentively to customer needs and concerns; demonstrated empathy while maximizing opportunity to build rapport with the customers.
- Helped brands improve their businesses through exceptional customer service and tech-powered innovation.
- Grew loyalty in multiple industries. Assisted as a launch partner, strategically using the Salesforce's loyalty platform to create innovative programs, playing a key role in launch, setup, and improvement.
- Tracked, documented and retrieved information in call tracking database.
- Helped organizations implement and manage their Salesforce CRM platform.

Warehouse Data Entry (Nov 2022 – Apr 2023) – Apto Solutions | Atlanta, GA

- Accurately captured and uploaded all relevant device information into Apto's inventory management system
- Followed data wiping steps to ensure the client's equipment is wiped clean using a program called Blancco
- Triaged and routed assets based on technical relevance/generation, physical condition, internal components, etc
- Adhered to strict data sanitization and destruction procedures & regulations when processing data-bearing assets

Intelligence Analyst (Jan 2015 - Aug 2020) U.S. Navy

Naval Base Point Loma, San Diego, California

- Conducted research and analysis on threat country naval mine operations and capabilities.
- Frequent research for new naval subsurface warfare technological advancements, and presenting reports to Commanders and decision makers.

Naval Air Station Oceana, Virginia Beach, Virginia

- Provided pre- and post-operational intelligence briefs for naval aviators during Operation INHERENT RESOLVE in Iraq and Syria. Providing threat analysis briefings, I contributed to the success of 2,000 munitions employments against ISIS.
- Maintained existing and produced new post-flight mission reports/weapons system videos, as well as disseminated these reports throughout the IC and DoD partner networks.
- While supporting the Strike Intelligence Analysis Center (SIAC,) delivered timely geopolitical, air, and ground updates. My work with SIAC helped ensure the safe transit through the Strait of Hormuz, Suez Canal, and Mediterranean Sea.
- Handled security clearances for squadron personnel and served as the primary point of contact for reinvestigations and SSO/SCIF access.
- Strong interpersonal skills and effective oral and written abilities through constant coordination with outside agencies and daily communication with management and fellow employees involved in the implementation of proper intelligence analysis.

MILITARY TRAINING

- Imagery Intelligence Analyst **NV-1709-0043 V03** - Performs Tasking, Collection, Processing, Exploitation, and Dissemination (TCPED) of imagery and geospatial information to describe, assess and visually depict physical features and geographically referenced activities on the earth; detect and report on observed image activities that are of significant military, civilian, industrial, infrastructure and environmental importance to decision makers and warfighters; use soft-copy imagery interpretation and

manipulation skills to identify adversary disposition and location, observe adversary Order of Battle (OOB) to include Tactics, Techniques, and Procedures (TTPs); identify employment of Camouflage, Concealment, and Deception (CC&D), and identification of emerging capabilities, research and development, study and conduct exploitation of Lines of Communications (LOCs), strategic industries, military and civilian infrastructure, Helicopter Landing Zones (HLZ's), beach studies, and terrain classification in support of Joint Intelligence Operational Picture (COP) by precisely locating activities and objects, assessing and discerning the significance of activities and events observed on imagery, and by providing a context for warfighters and decision makers through the production of imagery reports and graphic products; utilize all aspects of Geospatial Intelligence (GEOINT), literal or non literal, to provide tailored GEOINT products, and play an important part in Battle Damage Assessment/Bomb Hit Assessment (BDA/BHA), Humanitarian Assistance and Disaster and Relief(HA/DR), and Non-Combatant Evacuation Operations (NEO).

- Operational Intelligence Analyst
- Aviation Warfare Specialist