

VINCENT BULLOCK

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PROFESSIONAL SUMMARY

Innovative, results-driven IT Systems Leader with 20+ years of experience implementing technical solutions across enterprise website infrastructure, cybersecurity operations, and global technical support. Proven track record partnering with engineering and marketing teams to translate business goals into scalable technology solutions, while orchestrating multi-layer malware protection, threat detection, and business-continuity systems. Skilled at aligning technical implementation with strategic organizational goals, with a current focus on automation, cloud infrastructure, and emerging AI technologies to drive efficiency.

CORE COMPETENCIES

Technical Solution Implementation • Cross-Functional Collaboration (Engineering & Marketing) • Enterprise WordPress CMS • Network Security & Threat Mitigation • Vulnerability Management • SharePoint & DocuSign Administration • Ellucian SaaS • VLAN Design, Routing & Switching • Microsoft Exchange & Anti-Virus Solutions • Technical Training & Documentation

PROFESSIONAL EXPERIENCE

Hampton University – Division of Information Technology

Manager, Web and Digital Services | Hampton, VA

May 2015 – Present

- Manage and mentor a team of 3–4 web and digital services staff, assigning projects, setting priorities, and reviewing deliverables to ensure quality and timely execution.
- Implement and maintain the enterprise WordPress CMS ecosystem and cross-departmental web infrastructure, from deployment through hardening and configuration.
- Direct critical infrastructure upgrades and campus-wide deployments of digital services, including SharePoint, DocuSign, and Ellucian SaaS, as designated technical lead.
- Partner closely with engineering and marketing teams and cross-functional department heads to evaluate technology needs and translate marketing goals into scalable digital products.

Huntington Ingalls – HII Technical Solutions Division

Systems Administrator / Cybersecurity Analyst | Newport News, VA

Jan 2019 – Sep 2022

- Monitored and intercepted network traffic anomalies to mitigate active cyber threats and internal network vulnerabilities.
- Developed and deployed standard operating procedures (SOPs) for incident response and threat mitigation, lowering risk posture across the enterprise.
- Analyzed system vulnerabilities, performed rigorous scanning, and engineered targeted remediation plans for critical business data.
- Compiled high-level technical risk summaries and metric reports for executive stakeholders to guide long-term security tooling investments.

VR-Technical Solutions

Systems Analyst / IT Consultant (Business Owner) | Newport News, VA

Feb 2010 – May 2015

- Provided strategic technical advice, systems configuration, and infrastructure roadmap planning and implementation for commercial business clients.
- Built and launched highly optimized commercial websites and social media frameworks to maximize online visibility and brand authority.
- Engineered and installed physical/remote IP surveillance systems, network-attached storage, and supporting unified communications solutions for business clients.

Symantec Corporation – Global Technical Support Division

Principal Technical Support Engineer | Newport News, VA

Feb 2001 – Feb 2010

- Managed an elite engineering support tier, collaborating directly with core R&D teams to optimize Mail Security software patches.
- Chaired high-stakes customer escalation meetings as the definitive technical voice resolving critical configuration issues for global enterprise clients.
- Authored technical reference documentation for global deployments of Microsoft Exchange and Lotus anti-virus scanning solutions.
- Delivered advanced training programs to worldwide regional support networks on upcoming software builds, zero-day bug tracking, and projected feature updates.

Tribune Corporation – Daily Press Newspaper

Senior Systems Analyst / Team Manager | Newport News, VA

Feb 1999 – Nov 2000

- Managed and mentored a team of five technical staff members, assigning workloads, conducting performance reviews, and implementing a goals-based performance matrix that eliminated skill silos.
- Directed a Class B network topology transformation as project lead, configuring enterprise routers, switches, multiple routing protocols, and distinct VLAN segments.
- Supervised external infrastructure vendors while engineering the corporate intranet and early-stage MS Exchange environment.

EDUCATION

Hampton University — MBA (in progress)	<i>2026 – Present</i>
Hampton University — B.S., Systems Organization and Business Management, Summa Cum Laude	<i>2017 – 2020</i>
Hampton University — A.S., Business Management, Graduated with Honors	<i>2015 – 2017</i>
Pima Community College — Computer Science Coursework	<i>1984 – 1988</i>
University of New Mexico — Undergraduate Engineering Coursework	<i>1982 – 1984</i>

CERTIFICATIONS & TECHNICAL TRAINING

Symantec Certified Systems Engineer (SCSE) — Anti-Virus & Content Filtering	<i>2002 – 2010</i>
Symantec Technology Architect (STA) — Anti-Virus & Content Filtering	
Symantec Product Specialist (SPS) — Norton Anti-Virus, Symantec Ghost, Web Security, Gateway Firewall	
Unix Administration, Scripting, & C++ Programming — Thomas Nelson College	<i>2005 – 2006</i>
Microsoft Certified Systems Engineer (MCSE) — Entré Information Services	<i>1999 – 2000</i>

PROFESSIONAL AFFILIATIONS

Hampton University Alumni Association — Active Member
National Society of Black Engineers (NSBE) — National Officer

REFERENCES

Provided upon request