

Will Maxcy

Greater Seattle Area • will@willmaxcy.com

Summary

Software Support Engineer with over two years of experience in IT support, specializing in process automation and application security. Demonstrates strong analytical skills in resolving complex technical issues, enhancing system security, and developing efficient tools and scripts. Passionate about advancing in cybersecurity to tackle emerging challenges and reduce client risk, backed by a CompTIA Security+ certification.

Professional Experience

Airship AI, Redmond WA

Software Support Engineer

Jan 2025 – Present

- Lead critical software and system support operations with a focus on high priority and security-sensitive environments.
- Successfully migrated a production database supporting ~1,000 users and surveillance systems from a single-instance setup to a fault-tolerant clustered environment with minimal downtime (~2 minutes).
- Contracted as a System Administrator for a U.S. government agency; currently undergoing Public Trust clearance.
- Work independently to diagnose and resolve complex technical issues involving infrastructure, software deployment, and integrations.
- Build and maintain custom tools, scripts, and GUI applications to streamline internal operations and client workflows.
- Continue to support and harden government-facing web applications, focusing on security best practices and compliance.
- Collaborate with cross-functional teams including QA, engineering, and other IT staff to drive process improvements and elevate support standards.
- Proactively monitor, detect, and remediate vulnerabilities across customer and internal systems; deliver security education and guidance to technical and non-technical users.

IT Support Technician

Sep 2023 – Dec 2024

- Answer incoming calls and resolve software and hardware issues for users.
- Utilize remote tools to access and fix users' computers/software.
- Track calls in Jira with detailed descriptions of issues and resolutions.
- Provide technical support primarily for the law division, handling more granular and high-priority issues.
- Address and remediate security concerns and vulnerabilities, including updating, configuring, and educating users about software and vulnerabilities.
- Developed tools for the team focusing on efficiency, ranging from deployment scripts for customers to internal tools with GUIs.
- Create security focused, hardened web applications for government agencies.
- Work closely with support technicians, QA, and development teams to ensure comprehensive support and processes improvement.

FNC, Inc., Oxford MS

Systems Analyst

May 2016 – Jan 2017

- Developed a domain-specific language to efficiently capture structured data across 100,000 data points from 10,000 files.
- Participated in code reviews to identify and mitigate potential security vulnerabilities in various programming languages.
- Executed quality assurance reviews to ensure the integrity and reliability of systems, contributing to system stability and security.

Education and Certifications

University of Mississippi, University, MS

- Master of Science in Computer Science (Focus on Software Development and Natural Language Processing) 2018
- Bachelor of Arts in Psychology and Sociology 2011

CompTIA Security+ CE Certification

2022 - 2028

Skills

- Software Troubleshooting • Risk Mitigation • Windows Administration • Analytical Problem Solving • MySQL/MariaDB
- Python/Bash/PowerShell • Networking • Application Development • Clear Technical Communication • Customer Service

Links

willmaxcy.com • linkedin.com/in/willmaxcy • pwnpedia.com • github.com/wsmaxcy • tryhackme.com/p/Clempton