David W. Bigger

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A results-oriented leader with a proven track record in developing and implementing technical enablement strategies within complex IT environments. Adept at equipping technical teams (sales engineering, customer success, etc.) with the knowledge and skills to excel, driving increased product adoption and customer satisfaction. Seeking a Technical Enablement Manager/Director role to contribute to organizational success through effective enablement initiatives.

PROFESSIONAL EXPERIENCE

Owner/Project Lead - Bigger IT Solutions (May 2014 - Present)

- Spearheaded all aspects of business operations while delivering technical training and enablement to over 350 customers annually, ensuring effective implementation and adoption of cybersecurity solutions.
- Developed and delivered over 35 training courses per year in critical areas such as vulnerability management, ethical hacking, and networking, equipping professionals with essential cybersecurity skills.
- Offered comprehensive guidance and certification training on infrastructure protection, ensuring the implementation of robust security measures across diverse environments and consistently maintaining high customer satisfaction.
- Developed and maintained training curricula from four different vendors, ensuring content relevance, effectiveness, and alignment with evolving industry standards.
- Facilitated and actively participated in monthly online meetings, delivering detailed after-action reports and cultivating strong customer relationships through effective communication and follow-up.
- Presented cybersecurity expertise at industry conferences, including Hacker Halted, contributing to knowledge dissemination and establishing thought leadership.

Project Lead/Senior Instructor - US Army, CECOM TSD TDB & FSB / Lockheed Martin (2009 – 2014)

- Led the TDB Certification team, developing instructional materials, mentoring over a dozen peers, and delivering over 200 training courses annually to Army units across multiple locations.
- Engineered an in-house lab network infrastructure (VMWare, AD, Exchange, SharePoint, DLP, SIEM, Palo Alto, Cisco firewalls), expanding training capabilities and increasing certification course offerings by threefold.
- Provided comprehensive IT training to US Army soldiers, delivering over 20 courses, including CCNA, CASP, ITIL, SSCP, Microsoft courses, and Certified Ethical Hacking.
- Designed and developed 4 basic and 15 certification courses for the branch and division, ensuring comprehensive and effective technical training programs for soldiers.

EDUCATION AND CREDENTIALS

Western Governors University – Online
Accelerated B.S. to M.S. in Information Technology and Information Technology Management
Expected Completion: August 2025

Owensboro Community & Technical College – Owensboro, KY
Associates in Applied Science – Computer Information Systems

CERTIFICATIONS

- EC Council: CEH, CND, CHFI, CTIA
- CompTIA: CASP, Security+, Pentest+, Network+
- Cisco: CCNA
- ITIL Foundations
- Rapid7: IVM, IDR, ICON, Metasploit Pro

SKILLS

Technical Skills:

- Cloud Computing (AWS, Azure, Google)
- Cybersecurity (Vulnerability Management, Threat Detection, Incident Response)
- Security Frameworks (FedRAMP, FIPS, STIG, PCI-DSS)
- Networking (Network Administration, VPN)
- Containerization (Docker)
- Linux Environments

Enablement & Soft Skills:

- Technical Enablement Program Development
- Instructional Design & Curriculum Development
- Training Delivery & Facilitation
- Stakeholder Management & Relationship Building
- Communication, Presentation & Coaching
- Learning Management Systems (LMS)
- Project Management & Analytical Skills