

NICK BOURNIAS

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EDUCATION

University of Maryland, College Park

Graduated May 2022

Robert H. Smith School of Business, B.S. Information Systems

Academic Major

Honors College, Advanced Cybersecurity Experience

Academic Minor

Arts and Humanities, Philosophy

Academic Minor

PROFESSIONAL EXPERIENCE

Ernst & Young (EY), Senior Consultant, Cybersecurity | Government Public Sector | Tysons, VA

Sep. 2022 – Present

Nick has experience conducting cyber program assessments for federal and state clients and working as a business/product analyst, bridging the gap between developers and leadership. He has worked with custom-built Java solutions and ServiceNow implementations. Now, he seeks a dedicated ServiceNow admin/developer role.

Product Analyst, Government Sponsored Enterprise for Mortgage Financing

- Translated business needs into clear, actionable technical requirements for frontend and backend teams, reducing redundancies and accelerating development cycles.
- Created and groomed user stories and acceptance criteria in JIRA, maintaining clear and actionable requirements.
- Customized forms and lists, improved UI/UX, and set up dashboards in ServiceNow to streamline incident management, enhance reporting, and improve user experience.
- Led product onboarding, conducting discovery sessions, facilitating stakeholder discussions, and developing process documentation, including wireframes and capability maps.
- Led User Acceptance Testing (UAT), coordinating with stakeholders to validate functionality, confirm system performance, and ensure business alignment.

ServiceNow Business Analyst, Large Federal Agency

- Worked as a business analyst within ServiceNow's TPRM module, supporting Supply Chain Risk Management.
- Collaborated within a cross-functional AGILE team, contributing to sprint planning, daily stand-ups, sprint reviews, and retrospectives to drive continuous improvement and ensure on-time feature delivery.
- Created user stories for ServiceNow enhancements, including form/list customization, dashboard development, service catalog improvements, ACL implementations, and UI automation (UI Policies, Business Rules, and Client Scripts), ensuring alignment with business needs and an optimized user experience.
- Worked with analysts and developers to test software features across development and test environments, verifying functionality, reliability, and compliance with project specifications before production release.

Security Controls Analyst, Federal, State, and related entities

- Independently and collaboratively assessed the compliance of 300+ client IT system documents with NIST 800-53, NIST 800-171, and the MITRE ATT&CK Framework, ensuring regulatory adherence.
- Led interactive workshops to help stakeholders quantify cyber risks using industry-standard frameworks, improving risk visibility and decision-making.
- Developed a structured assessment methodology to guide risk mitigation and resource allocation.

TECHNICAL EXPERIENCE

Personal/Professional/Educational Projects:

- ❖ Manage personal website (nickbournias.com) on AWS Lightsail, demonstrating expertise in AWS, Linux, Bash scripting, and CRON. Automated daily updates and performance monitoring scripts.
- ❖ Regularly work in ServiceNow PDI, completing training, labs, and personal projects.
- ❖ Implemented CyberArk Privileged Access Management (PAM) components on multiple Windows Server instances in a local VMware lab, creating a secure framework for privileged access control.
- ❖ Administered an Active Directory environment, configured an IIS (Internet Information Services) server on Windows with SSL support, and integrated it with CyberArk using security certificates for secure authentication.
- ❖ Developed a Python web scraper with Selenium, automating authentication, navigation, and table data extraction.
- ❖ Troubleshoot API challenges in personal scripts, including response formatting, authentication issues, rate limiting.

SKILLS & CERTIFICATIONS

Certifications: ServiceNow Certified System Administrator (CSA), Certified Scrum Master (CSM) | Pursuing: CIS-VR, SIR

Skills: ServiceNow, CyberArk, JIRA, NIST, Linux, Bash Scripting, Python, Selenium, AWS