

Will R. Dean
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PROFESSIONAL EXPERIENCE:

General Provision, LLC, Atlanta, GA

2007 - 2015

Managing Director

- General Provision, LLC, is an active Georgia Corporation founded in 2007 which provides consulting services on a retained basis. For more information about services provided by the firm, please visit <http://www.genprov.com> or call 1.678.500.9282.

Technical Resource Center, Atlanta, GA

2007 - 2014

Quality Manager/Technical Sales Engineer/Computer Forensics Analyst

- Interact with new and existing clients to identify new business, prepare scope of work and conduct activities required to run and maintain an office caseload of small and large cases including maintenance of chain of custody documentation of over 1000 pieces of evidence.
- Sales visits and advice regarding, data collection, evidence handling, image processing, and investigation of cases based on fraud, F.C.P.A, intellectual property theft, harassment, and other complex litigation and investigations.
- Prepared tenders, proposals, and quotations and provided pre and post-sale support.
- Negotiated contractual terms and conditions, specifically regarding costs and sales performance.
- Technical research and writing regarding scope and protocols for tool testing, quality assurance, and procedural documentation for legacy use and knowledge dissemination of ISO9001:2000 quality management system (ERP, CRM, and BPO).
- Attended trade exhibitions and conferences to document processes and trends.
- Familiar with CISSP, CFE, and CCE concepts for professional development purposes.
- Successfully obtained ASCLD-LAB accreditation for TRC's computer forensics lab (ISO 17025), one of a handful of private facilities in the United States to hold such a credential.
- Worked closely with clients, staff, and other consultants to prepare investigative documentation and court filings such as affidavits, exhibits, and expert witness preparation.

Crawford & Company, Atlanta, GA

2005 - 2007

Liability Claims Manager

- Reviewed policy coverage and claims documentation in accordance with company guidelines and standards to determine if coverage applied, escalating issues as needed.
- Negotiated the settlement of claims and lawsuits within prescribed limits in the most cost effective manner and ensure the timely issuance of disbursements.
- Adjusted claims by setting reserves, conducting investigations, retaining outside consultants, preparing management reports and other correspondence.
- Additionally adjusted property and casualty claims on an as-needed basis.
- Held adjustor licenses in GA, FL, and TX.

Smith & Carson, Inc., Atlanta, GA and New York, NY

1998 - 2005

Case Analyst

- Managed a team of 5 investigators which conducted extensive research, analysis, and investigation of personal, financial, and environmental conditions involving risk identification and assessment in litigation for Fortune 100 clients. Duties included coordinating team activities to provide in-depth reports and additional consulting services in a timely manner, training and mentoring new personnel,

and utilizing organizational, interview, interpersonal, and communication skills to obtain desired information in both friendly and hostile environments.

- Researched and analyzed individuals, organizations, and systems utilizing public and private databases, publicly available information, witness interviews, and privately cultivated information for contract management or pre-trial use.
- Cultivated relationships with clients to facilitate future working relationships.
- Held private investigator licenses in GA, TX, FL, IL, WV and SC.
- Conducted on-site research and fact witness interviews in 38 states and Puerto Rico.

EDUCATION:

Auburn University, Auburn, AL

Bachelor of Arts, Political Science (International Relations, National Security, and Foreign Policy)
Double Minor in Economics, Minor in Business Administration.

University of Alabama at Birmingham, Birmingham, AL

Additional course work in both Financial & Management Accounting and Mathematics.

Additional Certifications:

Certified Hacking Forensic Investigator (CHFI) through the EC-Council
Windows Forensics through SANS

SKILLS:

COMPUTER & SOFTWARE:

Microsoft Office 365, Microsoft Project, Lotus Notes, Intuit QuickBooks, Lexis Nexis products, Intella review product, **FORENSIC PRODUCTS:** AccessData (Ultimate FTK 1.X, 2.X, 4.X); FTK Imager), Paraben (Device Seizure; Net Analysis), Cellebrite UFED, Intelligent Computer Solutions (Solo III; Image Master 4000), and MicroSystemation (XRY device collection), Katana Forensics (Lantern device collection), Oxygen Forensics (for Apple OS, limited use).

LANGUAGES:

English (Fluent), Spanish (Working), and French (Limited).

PROFESSIONAL REFERENCES:

Available upon request.