



# **BUILDING A BETTER CYBER TEAM**

The cybersecurity industry has a labor problem. In the United States, there are enough cybersecurity workers to fill only 85% of vacant jobs, but that skills gap is only part of the puzzle. In 2024, women accounted for just 18.3% of the U.S. cybersecurity workforce.

What can organizations do to close the skills gap in cybersecurity? Research shows that to build strong cyber teams, employers and the wider industry need to make cybersecurity a welcoming career for all.

To understand ECS' approach to building better cyber teams, we spoke to a few of the women leading our cyber teams.



## A CONVERSATION WITH



**BEVERLY GOODWIN**

Executive Director of Governance, Risk, and Compliance | Cybersecurity Assurance, ECS



**SYDNEY WILL**

Project Manager Governance, Risk, and Compliance, ECS



**RAMONA ZILLIGEN**

Senior Program Manager, Mission Solutions, ECS



**JOANNE MORRIS**

Vice President, Defense and Intel PMO Services, ECS

## Tell me about managing the Army Endpoint Security Solution (AESS) project.

ECS/AESS is a complex web of people, technology, and stakeholders. As project manager, I oversee the operations of our technology partners to ensure that their teams are meeting customer expectations, deliverables, and goals. I also help run our project management office, which helps set the management processes, policies, and methods for all ECS/AESS personnel.



**Ramona Zilligen**

Senior Program Manager, Mission Solutions

## What are some keys to succeeding as a new employee on an ECS cyber team?

To best support your team, focus on learning and growing both technically and personally. Trust your abilities and embrace your unique perspective. Be an active collaborator and volunteer for projects. Remember that setbacks are learning opportunities and keep working to better yourself and become a more valued team member.



**Sydney Will**

Project Manager, Governance, Risk, and Compliance, ECS

## How do you handle a situation in which you don't agree with the group consensus?

I present my opinion in a positive manner, and I listen in a positive manner too. Everyone's opinion has value, but sometimes a different opinion is a better situational fit. No matter how experienced I am, there's always an opportunity to learn. Teams are stronger than individuals, so it's key to let every voice be heard and then work with the team to move forward with a single voice.



**Joanne Morris**

Vice President, Defense and Intel PMO Services, ECS

## What are the top three habits that you would recommend to someone seeking a leadership role?

1

### Lead by example

Be willing to follow the same rules and practices you expect from your team. This fosters trust and establishes clear expectations. By embodying the values you want to see, you earn respect and promote accountability. A dedicated leader who focuses on goals and outcomes sets a strong example, whether in the workplace, community, or at home. Leading by example builds trust, teamwork, and progress. The best leaders genuinely reflect the qualities they wish to inspire in others.

2

### Communicate vision and goals clearly

Leading a team can be challenging, especially when team members feel disconnected from the overall vision and purpose of their work. To help them understand the bigger picture, it is important to explain the significance of the team's work clearly. Make sure your vision and goals are straightforward and easy to understand. When team members comprehend the "why" behind their tasks, they are more motivated to take action.

3

### Stay calm under pressure

Challenges arise daily, and our response is crucial. Women often feel pressured to be perfect but letting go of this expectation allows us to focus on what matters, especially in stress-filled situations. When facing challenges, respond rather than react. Take a deep breath, seek to understand the problem, and guide your team towards effective solutions.



#### Beverly Goodwin

Executive Director of Governance, Risk, and Compliance |  
Cybersecurity Assurance

ECS is a leading information technology provider delivering solutions in cybersecurity, data and artificial intelligence, IT operations, enterprise transformation, and science and engineering. The company's highly skilled teams solve critical, complex challenges for customers across the U.S. public sector, defense, and commercial industries. ECS maintains partnerships with leading AI/ML, cloud, and cybersecurity technology providers and holds specialized certifications in their technologies.