

# MELISSA LORENZO

E. 4mlorenzo@gmail.com ▪ LI. linkedin.com/in/4mlorenzo ▪ M. (813) 277-8865 ▪ Saint Petersburg, FL

## INFRASTRUCTURE ENGINEER

Ambitious and highly dynamic IT Professional with 20+ years of broad-based experience providing prompted and accurate Enterprise / Client technical support within the Financial Services Industry.

- Expertise in troubleshooting software applications, servers, switches, and routers; network design, configuration, upgrades, installation, and integration; database queries and custom reporting; administering resource and policy access control management.
- Highly organized and meticulous with the ability to effectively manage teams, projects, and resources.
- Accountable, motivated, and enthusiastic attitude with a commitment to job completion, fostering business relationships, and customer satisfaction.

## CERTIFICATIONS

- |  |          |
|--|----------|
| • AWS Certified Solutions Architect Associate    | Jun 2023 |
| • AWS Certified Cloud Practitioner               | Mar 2023 |
| • Microsoft Certified Azure Fundamentals         | No Exp.  |
| • Certificate of Cloud Security Knowledge V4     | No Exp.  |
| • ITIL v3 Certification in IT Service Management | No Exp.  |

## EDUCATION

- Capella University, Minneapolis, Minnesota
- MBA: Information Technology Management, 2013
  - BS: Information Technology / Network Technology, 2008

## EXPERIENCE

### Administrator / Engineer 08/2019 – Present

Professional Development / Return to Work, Saint Petersburg, Florida

Broadening technical knowledge to learn the various solutions for implementing cloud integration, migration, and security controls for minimizing vulnerabilities while improving performance within enterprise architectures.

- Validating self-learned cloud skills through continual training and achievement of various industry standard Cloud Certifications.
- Developed a static website using HTML5, CSS3, JavaScript, and GitHub to illustrate learnings from online training courses.
- For recreation, solving TryHackMe Capture the Flag challenges to demonstrate knowledge gains from INE Cyber Security courses.

### Vice President, Incident Implementation Manager 03/2018 – 08/2019

JPMorgan Chase, Tampa, Florida

*Corporate wide downsizing initiative attributed to departure. Left in good standing, and eligible for rehire.*

Provided project leadership and global issue management oversight on high volume client implementations.

- SharePoint Platform - Redesigned intranet websites to address the demand for a document repository, individual resource matrix, and ticketing system while aligning to record retention policies, which increased employee usage to over 80 percent.
- SQL Query Generation - Triageed client escalations by means of data extraction with Toad for Oracle software. This allowed to review and correct client account configurations, discrepancies in batch submissions, and duplicate transaction charges.
- Standard Operating Procedure (SOP) - Developed department standard operating procedures that improved incident resolution service levels and minimized demand hours when training new team members by 38 percent.
- Strategic Alliance - Built partnerships between cross-segment stakeholders by leveraging collaboration which expedited resolution of client impacts, increased the culture of open communication, knowledge sharing, and fostering feedback across multiple teams.

### Application Performance Infrastructure Engineer 10/2016 – 03/2018

JPMorgan Chase, Tampa, Florida

Governed business policy compliance and delivered horizontal support.

- Risk Data Analytics - Conducted weekly risk data analytics for security projects, to adjust user accessibility within the division's identity and access management programs, in order to maintain compliance with yearly audit policies.
- Reporting - Presented updates of KPIs, RAG status, and metrics on the Monthly Business Report in PowerPoint to the department's executive director and other company functional leads.
- Risk and Control Self-Assessment (RCSA) - Performed impact data analysis on all applications for engineering and monitoring divisions. The assessment assisted in providing management the reasoning for enhancements on various application controls.
- Demand Management - Administered capacity and demand management projects, by aligning resource allocation and application development assignment schedules in accord with project duration, client needs, and resource expertise.

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## Manager, Network Engineer

10/2014 – 10/2016

JPMorgan Chase, Tampa, Florida

Drove the strategic direction and execution of network technology planning, implementation, support, and resolution management.

- Management - Provided leadership and guidance to a global team of IT Professionals responsible for supporting corporate and virtual client network systems including routers, switches, connectivity, and data center.
- Annual Budget - Proactively maintained capital expenditures of the client network environment, vendor connectivity services, hardware procurement, and software licensing, through quarterly self-audits and statistical forecasting.
- Audits - Engaged in semi-annual network audits through the presentation of network topology, rule-based analyses, system logs, and policies; thereafter initiated and delegated numerous action plans to address any audit-identified issues.
- Data Center - Voluntarily drove the decommissioning phase of a Data Center Relocation project. Objectives included procuring resources, capacity management, dismounting/recycling of cabinets and equipment, destruction of hard disks, shutting down carrier connectivity services, etc. Project completed months prior to the assigned deadline and under budget by approximately 20 percent.

## Network Engineer

09/2008 – 10/2014

Chase Merchant Services, Tampa, Florida

Managed the client network solution designs, connectivity support processes, initial configurations, and 24/7 global customer support.

- Network Connectivity - Configured access controls, VLANs, IPSec, Point-to-Point Tunneling Protocol (PPTP), Hot Standby Router Protocol (HSRP), Multiprotocol Label Switching (MPLS) on client routers and VPNs to ensure secure data flow to client networks.
- Switch Upgrade - Volunteered on an out-of-state switch upgrade project to install fiber optic cabling, mount/configure Cisco Nexus switches, test device functionality, and decommission preexisting equipment.
- F5 LTM – Monitored pools and nodes performance to determine what network resources needed maintenance or reconfiguration.
- Enterprise Password Vault (EPV) - Utilized tool to maintain segregation of duties, provide privileged access rights, and implement break glass strategies, this assisted in sustaining network security and upholding business compliance objectives.

## System Administrator

12/2002 – 09/2008

Chase Merchant Services, Tampa, Florida

Accountable for end-to-end management of systems optimization and strengthening security access controls.

- Access Control – Implemented RSA SecurID solution for Multi Factor Authentication (MFA), decommissioned stale user accounts, security groups, group policy objects and enforced privileged access on service accounts within a PCI compliant Server Active Directory environment spanning multiple domains.
- Server Maintenance – Performed diagnostics, patching, backups, and upgrades across Windows 2000-2008 server platforms to ensure alignment with organizational standards and strategic business plan.
- Service Support – Managed day-to-day operations and monitored mission critical services 24x7 related to Active Directory, DNS, DHCP, IIS, and internally developed application.
- Compliance - Conducted cross platform audits on all Active Directory permissions and participated in annual compliance audits with 3rd party regulatory bodies.
- Telephony – Upgraded Avaya Media Gateway and phones to provide a better user and customer experience by updating features such as Interactive Voice Response (IVR), multi person conferencing, and voicemail.

## SKILLS

Cloud:

- Amazon AWS (EC2, EBS, EFS, S3, Glacier, RDS, Route53, ELB, IAM, Lambda, IaaS, PaaS, SaaS, VPC, Directory Service), Microsoft Azure (VM, VM Scale Sets, Managed Disks, Files, Blob Storage, DNS, RBAC, VNET, Directory Service)

Software, Languages, Protocols:

- ArcSight ESM, Bash, CyberArk EPV, Emtc ZOC, JSON, Kali Linux (Burp Suite, Hashcat, Metasploit, Nmap, Sqlmap), LDAP, Microsoft Active Directory, OmniPeek, PCI DSS, PowerShell, Putty, Python, RSA SecurID, SecureCRT, SharePoint 2010-2016, VirtualBox, VMware, Windows Server 2000-2008, Wireshark

Hardware:

- Avaya G650 Media Gateway, Avaya 5610SW IP Phones, Adtran MX2800 Series Multiplexers, Checkpoint UTM Edge VPNs, Cisco Switches (Nexus 2k, 3k, 5k, 7k series; 2900, 3500, 3700, 4500, 6500 series), Cisco Routers (2600, 2800, 2900, 3800, 3900 series), Dell Optiplex series, F5 Big-IP LTM, HP DL Series, IBM eServer xSeries, IBM xSeries, Lenovo Thinkpad series