

Shannon Brazil

Highlights & Qualifications:

Bilingual (French and English); SLE scores C/E/E

Security Clearance: Top Secret – Expires February 2025

Education:

Aug 2016 – Jan 2017	Waterloo University, Waterloo Introduction to Project Management, Certificate Completed 2017
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Sept 2011 - Dec 2013	Algonquin College, Ottawa Computer Technician, Diploma Completed 2013
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Certificates:

2019 - Digital Technologies for Investigators Course (DTIC). Canadian Police College

2019 - CompTIA A+ 1001

2019 - Cybercrime Investigators Course (CCIC) Canadian Police College

2019 - Major Case Management and File Coordinators Course RCMP

2014 - ITILv3 Foundation certified. CTE Solutions

2016 – High Speed Project Management. Waterloo University

2016 – Project Management Fundamentals. Waterloo University

2016 – Project Management Applications. Waterloo University

2017 – Total Quality Fundamentals. Waterloo University

Volunteer:

- Women in Defense and Security (WIDS), member 2015 - present
- Technovation, mentor and program coordinator 2017 – present
- OMF (Ottawa Mission Foundation) Young Professionals Network, committee member 2017 - 2018
- Employee Compliance Committee (ECC), Chair 2018 - 2020
- ITCU Social Committee, member 2018 - 2020
- RCMP Mentorship Program, mentor 2019 - 2020

Conferences & Workshops:

- International Cybercrime Investigations Workshop 2019, JCLEC, Jakarta, Indonesia, Instructor
- Security Awareness Week (SAW), DND Ottawa 2019, exhibitor
- ACAMS 6th Annual AML & Financial Crime Conference 2018, Toronto, Canada, speaker/panellist: Identifying Emerging Financial Crimes
- ACAMS 17th Annual AML & Financial Crime Conference 2018, Las Vegas, USA, attendee
- CanSecWest, Vancouver 2018, attendee
- Interac Risk Conference, Toronto 2018, attendee
- NorthSec, Montreal 2018, attendee

- NCR Computer Forensic Working Group – Bitcoin Training Day, Ottawa 2018, attendee

Work History:

Sept 8, 2020 - Present, Bell Canada, Ottawa ON

Senior Cyber Security Specialist, Cyber Incident Response Team - Corporate Security

Responsibilities:

- Support and monitor SIEM, IDS/IPS, Anti-virus, data loss prevention and other security systems
- Perform log analysis, forensic analysis, network analysis, and threat analysis on key enterprise systems
- Correlate security events and investigate security incidents; Identify, investigate, remediate or escalate as required
- Analyze security breaches or data loss incidents to identify the root cause
- Proactively identify opportunities to improve security operations processes, such as improvements to logging, monitoring or incident response processes and propose solutions to Security team leadership
- Proactively document processes to define incident handling processes
- Act as a point of contact for all Infrastructure and cloud teams to provide security guidance
- Process security related service tickets, taking ownership of client support issues and tracking through resolution
- Monitor patch and vulnerability management, as well as configuration management to ensure compliance with documented standards
- Develop, review, update and/or evaluate information systems security documentation
- Assist with ongoing risk assessment program, targeting information security matters
- Keep up to date with methods for vulnerability detection and remediation, and assist with vulnerability testing
- Supports the Security team's leadership in developing and managing the Information Security Program and ensure that all tasks of the function are achieved in a timely manner
- Participate in testing, evaluation, upgrade and implementation of new and existing security applications to address emerging threats and vulnerabilities
- Coordinate with other stakeholders to implement security tools and adopt common processes of parent company
- Researches complex information security issues for resolution
- Direct and oversee activities performed by third party security service providers
- Perform regular reporting and updating of security dashboards

Mar 16 2020 - Sept 8, 2020 Bell Canada, Ottawa, ON

Senior IT Security Specialist, Digital Forensics - Corporate Security

Responsibilities:

- Conduct PC, server, email, mobile device, RAM, Social Media and Cloud based forensic examinations including preservation, acquisition, and analysis of digital evidence
- Investigate network and computer intrusions to identify root cause and generate indicators of compromise
- (IoC) in conjunction with Bell's Cyber Threat Intelligence team

- Generate high quality forensic reports and synopses presenting complex technical processes and findings clearly and concisely to technical and non-technical business unit managers
- As part of Bell's blue team, working in conjunction with Bell's red team in exercises towards the common goal of continuing to improve security within BCE and its subsidiaries
- Both daytime and on call rotations as Duty Officer performing 7x24x365 triage as well as Incident Handling and Response for Bell's Cyber Incident Response Team

Dec 11 2017 – Mar 13, 2020 Royal Canadian Mounted Police, Ottawa, ON

Technological Crime Analyst, Civilian Member

Responsibilities:

- Administrate network security devices and systems such as firewalls, routers, switches, intrusion detection/prevention systems, and load balancers.
- Assist and develop tools/applications specific to the needs of the unit
- Conduct Internet open source intelligence searches using open source tools
- Create and review reports on data analyzed, searched, and received.
- Assist RMs with parsing through data received by victims
- Assist RMs with writing Preservation Demands, Requests for assistance, and other legal documents.
- Triage, process, and analyse data acquisitions from seized exhibits using RCMP approved software: Cellebrite, AXIOM, UFED
- File coordinate: create tasks and task actions based on actions required, information received, request for assistance, emails, notes, etc.; using E&R
- Blockchain analysis using RCMP approved software: Ciphertrace, Maltego
- Assist RMs on active searches; seize and search locations for information, equipment, and items pertaining to evidence related to an approved warrant
- Analyse and interpret network traffic and logs
- Apply cyber incident response best practices and guidelines.

Dec 12 2016 – Dec 11 2017 Royal Canadian Mounted Police, Ottawa, ON

Systems Support Analyst, Civilian Member

Responsibilities:

- Configure, install, and provide technical support to the ECS distributed server environment for national applications.
- Review, analyze and interpret data from completed security vulnerability scans
- Research, analyze, recommend, and configure servers to be consistent with RCMP security policies based on vulnerabilities detected via security scans
- Work on enterprise wide projects/systems/issues of high complexity surrounding distributed server planning, configuration, and optimization
- Provide daily operations support, maintenance, and administration for distributed server systems.
- Provide 3rd level support for all national RCMP applications residing in the ECS distributed server environment
- Provide advice, recommendations, and technical support to develop project teams, client areas, and Division IT groups on the implementation, configuration, installation of ECS distributed server platforms

- Contribute to the development of procedure, methods, techniques and service goals to ensure that technical support are met, to address and document all problems (configurations, installation, product errors, roll-outs), and to implement quality controls to ensure client satisfaction.
- Research, analyze, and recommend the implementation of software or hardware changes to rectify any distributed server deficiencies or to enhance distributed server performance.
- Implement and administer processes and best practice configuration, installation, performance tuning, monitoring and disaster recovery
- Prepare technical documents, user guides, how-to manuals, and other information to address and document technical problems to improve the knowledge base of the unit.
- Update existing procedures as required when operational inconsistencies are found

Jan 22, 2015 – Dec 12, 2016 Royal Canadian Mounted Police; Ottawa, ON

Operation Analyst & Network Analyst, Civilian Member

Responsibilities:

Network Analyst:

- Maintain and troubleshoot NPS network infrastructures and provide 24/7 front line support to the police community for all LAN and WAN networking devices and services
- Monitor, review and analyze packet loss and network instabilities
- Assist clients with issues related to network connectivity, network slowness, and emergency switch activations
- Undertake network testing and management of LAN equipment at NPSN locations throughout the Region
- Design LAN infrastructure and configure network hardware using NPSN engineering standards.
- Plan, organize and coordinate the provisioning and installation of new network infrastructure, upgrades and changes to carrier services.
- Conduct network security activities in the region, draft, maintain network diagrams and documentation, and manage inventory databases.
- Act as a technical liaison between the CIO sector and the NPSN community, vendors, and contractors.

Operation Analyst:

- Analyze, monitor, and coordinate activities performed on data center systems
- Maintain physical operation of all central host mainframe and network computer systems
- Maintain functional control and the coordinated inter-connection of the host mainframe to the communication networks
- Provide a continuous (24/7) contact point to support all agencies and users requesting assistance with national applications.
- Research and investigate solutions to complex problems.
- Escalate issues to appropriate support groups.
- Exchange and share technical problem related information with colleagues.
- Document user and problem information to allow other support technicians to resolve trouble tickets.
- Provide detailed technical information to other technicians in order to expand their knowledge base.

Oct 09, 2013 – Jan 22, 2015 Royal Canadian Mounted Police; Ottawa, ON

IT Analyst, FSWEF

Responsibilities:

Helpdesk Technical Support:

- Track Help Desk incidents/outages and prepare information for second level support.
- Help identify repeating incidents and trends.
- Help develop short/long term technical plans to improve client services.
- Provide instructions and explanations on computer hardware and software use (including features, limitations, configurations, and risk) to users.
- Research and investigate solutions to complex problems.
- Escalate issues to appropriate support groups.
- Exchange and share technical problem related information with colleagues.
- Provide active and guidance to users on the operation of IT hardware and software.
- Assist users with network connection and account related access issues.
- Document user and problem information to allow other support technicians to resolve trouble tickets.
- Provide detailed technical information to other technicians in order to expand their knowledge base.
- Assist supervisors with staffing; screen resumes and conduct informal interviews for student staffing.
- Provide feedback regarding student engagement
- Train new students by providing reading material and hands-on experience

May 2012 – Aug 2013 Canada Border Services Agency; Ottawa, ON

IT Analyst, Co-op placement, FSWEF

Responsibilities:

Helpdesk Technical Support:

- Provide tier 1 helpdesk technical support via both telephone and email.
- Resolve end user hardware/software issues efficiently
- Document all issues within BMC Remedy using multiple macros.
- Provide accurate case updates for end users.
- Install, configure, update, and troubleshoot hardware, software, and in-house applications
- Provide support for Windows7 operating system and Microsoft Office Suite 2010, including Internet Explorer.
- Participate with Windows7 migration
- Support Printer\Scanner\Label printer driver installation
- Support VPN and SRA (Secure Remote Access) applications
- Provide guidance for end-users via Remote Access (Tivoli)
- Assist supervisors with staffing; screen resumes and conduct informal interviews for student staffing.
- Provide feedback regarding student engagement
- Train new students by providing reading material and hands-on experience

Security Administration:

- Assisting in account creation and transfers
- Creation of service desk tickets for security administration group
- Validating approved E522 requests

- Modifying account access

Mobile Support:

- Aide end users in completing new Blackberry requests
- Activating Blackberry devices
- Troubleshooting Blackberry devices
- Enabling PIN-to-PIN and Bluetooth
- Support Secure E-mail on Blackberry

Procurement:

- Review Procurement forms for completion
- Modify forms accordingly
- Create Procurement requests through BMC Remedy
- Approve procurement requests and forward them to Procurement CRA.

Sept 2011 – April 2012 Statistics Canada; Ottawa, ON

Statistical Clerk, Officer, FSWEF, OID; Canadian Automated Export Declaration (CAED)

Responsibilities:

- End user training for in-house application (CAED application)
- Support technical issues with the CAED application
- Provide guidance for software installations and repairs
- Manage Database (Oracle)
- Approve registered B13 applications

Personal Suitability:

- Effective interpersonal relationships
- Dependable team member
- Capable of working without supervision
- Quality focus
- Strong Client service orientation
- Detailed-Orientated