

Jessica Claire

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SUMMARY Director of IT & Infrastructure with 12+ years of experience at the enterprise level with global firms serving Fortune 100 companies. Very comfortable with CentOS/RHEL 6-8, AWS, Azure and GCP systems design, security and project management. Currently ITIL certified.

- SKILLS**
- Security Improvements
 - Project Coordination
 - Infrastructure Planning
 - Training & Development
 - Team Management
 - Security Technologies: Barracuda Email Security Service, Barracuda Web Application Firewall, Thycotic Secret Server, Duo MFA, Azure AD Conditional Access and Access Reviews, JAMF, Sophos MTR, JumpCloud, ProVision SIEM, Ivanti VPM, Nessus Vulnerability Scanner, Sentinel One NGAV
 - Cloud/On-Prem Technologies: Apache, NginX, Tomcat, Exchange 365, Office 365 Azure AD, MySQL, PostgreSQL, JDK 6-10, JIRA, Confluence, BitBucket, Git, AWS EC2, RDS, IAM, CloudWatch, CloudFormation, Barracuda Cloud-to-Cloud backup, Google Workspace, Lucidchart, NetSuite, Salesforce
 - On-Prem Technologies: EqualLogic SANs, NetApp Storage, XenServer, VMWare
 - Monitoring: Nagios, Jira Service Desk, New Relic, VictorOps, DataDog, Lacework
 - Operating Systems: CentOS 5-8; Windows 7-11; Windows Server 2008-2019; MacOS
 - Training and compliance solutions: KnowBe4, Pluralsight
 - Microsoft Technologies: Active Directory, DNS, Azure AD w/SAML 2.0 and LDAPS
 - Scripting (order of knowledgeability): Bash, Python, PowerShell
 - Networking: AWS VPCs, AWS VPN Connectors and Gateways, Route 53, Ubiquiti, Cisco Switches and Routers, Juniper firewalls, switches and routers, WireGuard, Perimeter 81, General IPSEC and SSL VPN

EXPERIENCE **DIRECTOR OF INFORMATION TECHNOLOGY AND INFRASTRUCTURE** 04/2021 to CURRENT

Exact Sciences | Chicago, IL

- Analyzed financial data, developed budget and managed expenditures for technology services.
- Examined metrics and prepared IT project progress reports.
- Streamlined mobile and cloud-based computing through blend of efficient and effective applications with ongoing reliability testing.
- Controlled operational IT budget and expenditures within department parameters.
- Assigned and reviewed work of IT project managers, systems analysts and developers.
- Evaluated organization's technology to recommend upgrades for hardware and software.
- Developed data security and disaster recovery procedures.
- Designed contingency planning, formal training and employee development plan to increase staff quality performance.
- Attended ongoing seminars, workshops and continuing education courses to remain current in emerging technology and advancements.
- Analyzed workflows and established priorities for daily operations.
- Reviewed and approved project plans prior to implementation.
- Met with stakeholders to collaborate and resolve problems.
- Recruited, trained and supervised IT department staff.
- Managed customer facing team along with 24/7 SOC
- Designed, implemented, and maintained multi-VPC, Multi-AZ AWS stack for internal data aggregation
- Worked with the Director of Business Analytics and Data Architect to migrate on-prem systems to the AWS cloud
- Designed and implemented Zero Trust Architecture to provide secure access to company resources during pandemic
- Technical lead for Salesforce and Marketing Cloud
- Technical lead for GDPR, FDA CFR 21 Part 11, and HIPAA/HITRUST compliance
- Acted as HIPAA Security Officer for the organization
- Acted as GDPR Data Protection Officer for the organization

MANAGER, IT SECURITY/SENIOR ENGINEER

07/2018 to 04/2021

Salient Crgt | San Antonio, TX

- Technical lead on SOC2 type 2 audit for Infrastructure and Network Services teams
- Designed, built and managed Jira ITSM Service Desk with Insight Asset Management
- Led an IT team managing technical issue and customer expectations in the US, UK, EU and APAC regions
- Generated and updated internal Security Policy, Change Management Policy and additional documentation using NIST Cybersecurity Framework
- Served as member of Security Steering Committee answerable to the Board of Directors
- Technical Lead on GDPR/Privacy Shield/APPI/CCPA Compliance team
- Designed and maintained Nessus Vulnerability Scanner instances in AWS
- Designed and implemented Change Management Workflow and ticketing in Jira Service Desk
- Designed and implemented multi-VPC, multi-AZ, cross region AWS infrastructure siloed by environment (Dev, QA, CA, Prod, Ops, DevOps) in US, EU and APAC
- Designed and/or implemented Duo MFA, Perimeter 81, Ivanti VPM, Provision SIEM, Sophos MTR, Barracuda ESS, Azure AD SSO and Thycotic Secret Server deployments in all applicable environments
- Built and configured Hardened CentOS 7 and 8 images for deployment across environments
- Built and administered AWS Secure Bastions, VPNs, Gateways, WireGuard Connectors, etc
- Administered mix of Datacenter and AWS hosted servers and instances in US, EU and APAC
- Designed SharePoint Online and Files.com instances for secure sharing for internal and external users
- Designed and implemented externally facing Jira Service Desk with Customer Support Lead
- Managed, built, maintained, and automated deployment of multiple internet-facing Apache/NginX and Tomcat stacks
- Along with Director of IT, migrated remaining Colo Hosted Services to AWS EC2, ActiveMQ, RDS, CDN and S3
- Scripted appropriate server-side functions using Bash, Python or PowerShell where appropriate
- Migrated on-prem Exchange 2010 DAG to Exchange 365

SENIOR SYSTEMS ADMINISTRATOR

02/2015 to 06/2018

CO CONSULTING | City, STATE

- Began Migrating Greenwich office from on-prem Office 2013/Exchange 2010 to Office 365 with Exchange Online
- Began Migrating Greenwich office from on-prem PBX to Cloud PBX via Skype for Business Online
- Managed multiple MS SQL server instances, including database administration, backup, data import and query writing
- Maintained network hardware and services including FortiGate router, Cisco switches, client VPN, site-to-site VPN, DHCP, DNS, WiFi
- Developed and refined general documentation for systems, services, policies procedures and Disaster Recovery
- Organized collaborative Taskforce between departments to identify new technology and training for the company.

DESKTOP SUPPORT TECHNICIAN

07/2012 to 02/2015

CO CONSULTING | City, STATE

- Implemented Application Control Whitelisting Policy prior to rash of Ransomware attacks
- Maintained workstations images via DISM, WDS, and Imagex
- Managed workstation settings and security via WSUS, McAfee, and GPOs

EDUCATION AND TRAINING BS | Cybersecurity and Data Assurance 07/2023

WESTERN GOVERNORS UNIVERSITY, Salt Lake City, UT