# Jacynthe Carroll

**459 Destini Lights, Houston, TX ♦ Phone: +1 (555) 357 9718**

## EXPERIENCE

### IT SECURITY SYSTEM ENGINEER AUTHENTICATION TEAM
**Dallas, TX**
09/2014 – present

- Performing problem analysis and providing resolution
- Providing 3rd level support
- Designing and implementing new processes
- Consulting other IT functions in order to help them utilise team's services
- Knowledge of Microsoft Windows OS, Active Directory, IIS and their security configuration
- Very good written and spoken English
- Knowledge of C# and/or PowerShell

### INFORMATION SECURITY SYSTEM ENGINEER
**Phoenix, AZ**
02/2010 – 03/2014

- Ensuring enhancements to existing systems provide equal or improved security features and safeguards
- Develops advanced methods, techniques, and standards to implement network monitoring tools
- Designs, develops, implements and maintains continuous monitoring systems
- Test and evaluate servers, workstations and applications for vulnerabilities
- Proposing the categorization of the information system and documenting the results in the system security plan
- Serves as a technical expert for key security solutions
- Assist in the design and development of solution performance data collection, alarm and performance criteria and reporting capabilities

### SECURITY SYSTEM ENGINEER
**Dallas, TX**
08/2003 – 01/2010

- Provide oversight and facilitation of the Dignity Health IT change management process as it applies to the IT Operations team
- Report to work package managers and project design architect
- Utilize standard tools and methodology to develop system and support performance metrics
- Perform crisis management during high-severity operational incidents
- Identifies problem root causes to eliminate future instances and develop new standards to improve operations
- Follows Cerner policies, upholds professional standards, and performs all work in a manner respectful of others
- Review, recommend and monitor the source code/versioning management function adhering to technical management guidelines

## EDUCATION

### PORTLAND STATE UNIVERSITY
**Bachelor's Degree in Computer Science**

## SKILLS

- Possesses a basic knowledge of professional principles and skills
- Demonstrates a good grasp of knowledge and principles of field of specialization and applies through successful completion of assignments
- Independently performs basic tasks and functions for professional field of work
- Ability to coordinate and perform multiple tasks/projects simultaneously, balancing priorities and deliverables
- 2 years' experience in systems administration with solid familiarity of TCP/IP
- Competent interpersonal skills, demonstrating the ability to lead projects and mentor others
- Knowledge of one or several sub-systems Optical Fiber backbone, IP / MPLS networking, Time Distribution, Operational and Administrative Telephony, IP CCTV systems, Access Control and Intrusion Detection systems
- Knowledge of Qatar MOI SSD standards for CCTV
- Strong analytic and problem solving abilities. Creates assessment procedures to execute the annual audit plans, assess controls and to meet compliance objectives
- Strong experience with network infrastructure, MS Windows AD and RHEL operating systems