

# JESSICA CLAIRE

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## EXPERIENCE

### Director of Information Technology, 05/2019 - Current

**Hyatt Hotels Corp.** – West Hollywood, CA

- Accountable for information technology operations, security and 5 staff members at 4 locations across the United States and responsible for aligning information technology solutions with business goals and requirements.
- Implement cloud first policies and initiatives that leverage existing purchases in cloud technology or software as a service.
- Oversee the information security program, incident response, disaster recovery and business continuity plans.
- Create capital and operating budget in harmony with organization budget directives, projecting approximately 25% reduction of unnecessary or duplicate services in 2020.
- Successfully executed business continuity plan during COVID-19 pandemic and oversaw organization wide communication and remote access capability.
- Architected single sign-on and two-factor authentication using Azure Active Directory and oversaw implementation on 95% applications.
- Designed a multi-office web conferencing solution using Zoom rooms and leveraged whole room audio conferencing technology to provide a single button user experience.
- Implemented IT Service Management solution bringing incident, change, problem and asset management under a single software platform resulting in increased visibility into IT operations and knowledge transfer between the information technology department, stakeholders and employees.

### Infrastructure and Security Manager, 05/2018 - 05/2019

**Mantech International Corporation** – York, PA

- Oversaw infrastructure operations at multiple datacenters and several branch offices throughout the US, focusing on network administration, server infrastructure administration, virtualization, and security.
- Served as the information security consultant, advising the organization of current threats, vulnerabilities, security technologies and regulatory issues.

### Senior Systems Administrator, 08/2007 - 12/2009

**International Gaming Technology Inc.** – Weston, FL

- Configured SSO and dual-factor authentication throughout the organization using multi-site Active Directory Federation Services (ADFS) with SAML authentication for cloud applications.
- Led the organization's IT security compliance initiatives with key focus on 3rd party vendor risk and attestation management, mobile device management, disaster recovery and business continuity testing.
- Oversaw the information security awareness program and was responsible for presenting annual information security training and ongoing information awareness updates to the organization's users through prepared presentations, periodic email/newsletter communications and one-on-one user training.
- Administration and configuration of enterprise firewalls, intrusion prevention and intrusion detection systems.
- Management of Windows Server 2008 Active Directory domain including 40 physical Windows/Linux servers at two locations.
- Proposed and executed a migration to Exchange 2007.
- Configured an HA solution - clustered mailbox servers, redundant Hub Transport cluster, and Single Copy Replication to offsite location in accordance with business requirements.
- Designed and deployed a Proofpoint communications archiving platform in compliance with SEC regulations regarding records retention.
- Evaluated and deployed a disk backup solution and replication to an offsite data center.

### Systems Administrator, 11/2004 - 07/2007

**Best Buy** – City, STATE

- Responsible for managing all aspects of Best Buy for Business clients' solution: server build and installation, network planning and setup, and on-going maintenance and management.
- Installation, administration, and troubleshooting of Windows Server 2003, Windows Small Business Server 2003 and Windows Server 2000 Domains and application servers.
- Extensive use of TCP/IP, DNS, and DHCP as pertaining to a Windows Server environment.
- Experience in deployment of security measures including: group policies, user rights, security policies, encryption (EFS), and hardware/software firewall configurations.
- Implementation of virtual private networks using PPTP and L2TP/IPSEC.
- Experience in all areas of Exchange 2003 and Outlook client setup.
- Deployment and management of Trend Micro SMB and Office Scan, Symantec Backup Executive and other proprietary applications.

## ACCOMPLISHMENTS

- Ensured information security and technology requirements were met by identifying risks or gaps and implementing secure technology solutions, controls and/or policies to strengthen the effectiveness of the information security program.
- Successfully merged two organizations after acquisition: data center operations, Active Directory domain consolidation, network design and business application integration.
- Implemented a Security Information and Event Management (SIEM) system and integrated network, server infrastructure and security tool logging information thereby providing correlated security events.
- Led the user awareness training program through in person and online training sessions covering corporate policies and security initiatives.
- Conducted random phishing simulations to test employee security education.
- Information Technology and Security Manager Denver Investments Denver, CO December 2009 - May 2018.
- Provided enterprise technical leadership, mapping business strategy to information technology solutions with a focus on security.
- Spearheaded the corporate information security program through a risk-based analysis of the firm's information security policies and controls set against the NIST Cybersecurity Framework and ISO27001.
- Operationalized information security through vulnerability assessments, cyber-security risk assessments and implementation of a security control lifecycle throughout the organization.
- Relayed relevant information security threats, vulnerabilities, incidents and action plans to the organization's C-Level executives and fund's Board of Directors through quarterly presentations.
- Rightsized disaster recovery and business continuity costs, increased scalability and reduced RPO/RTO by leveraging application virtualization using Citrix Xenapp.
- Overhauled the technology infrastructure across two sites saving the organization 21% in infrastructure costs over 6 years leveraging a converged network topology.

## EDUCATION

**BS: Information Technology**

**Colorado State University**

**AAS: Network Administration**

**DeVry University**

## SUMMARY

ISACA Certified Information Security Manager (CISM) CompTIA Security+ Microsoft Enterprise Administrator (MCITP) Messaging Administrator (MCITP) A technical director with 14yrs of experience in technology and cybersecurity management. A team leader with a proven track record in project management and a superior capacity to solve complex problems. An information security subject matter expert, adept in all information security domains with a focus on network and infrastructure security.

## CERTIFICATIONS

(ISC)2 Certified Information Systems Security Professional (CISSP) ISACA Certified Information Security Manager (CISM) CompTIA Security+ Microsoft Enterprise Administrator (MCITP) Messaging Administrator (MCITP) Personal Info Location Denver, CO Phone, (ISC)2 Certified Information Systems Security Professional (CISSP)

## HIGHLIGHTS

- Operating Systems
- Windows Server 2008r2-2019, Debian/Ubuntu, CentOS
- Authentication/IAM
- Active Directory, Azure AD, ADFS, SAML/SSO, MFA, DUO
- Network Infrastructure
- Cisco IOS, Nexus, Aruba, PanOS, HP Procurve, Citrix Netscaler, BGP, OSPF, DNS
- Cloud
- Azure
- Virtualization
- Cisco UCS, VMware 5.5-6.5, Citrix XenApp/XenDesktop 6.5-7.15
- Security Infrastructure
- Palo Alto Firewall, Checkpoint Firewall, AlienVault SIEM, Snort/Suricata IDS, OpenVas, OSSEC, Sonicwall SSLVPN, ELK, Pulse Secure VPN
- Endpoint Security
- Palo Alto, Checkpoint, TrendMicro, Symantec
- Messaging, Security & Archival
- O365, Exchange 2007-2016, Smarsh, Proofpoint, Symantec, Wombat
- Languages
- PHP, Powershell, Python, VBscript, BASH, MySQL, Javascript, CSS, MSSQL, WordPress Development
- Active Directory, Audio, BGP, Cisco, Consultant, Client, Disaster recovery, Firewalls, HP, IDS, ISO, Linux, Access, Outlook, Migration, Network administration, Newsletter, Policies, Presentations, Risk Assessment, Symantec, Trend, VPN
- AD, Backup, Budget, Citrix, Encryption, Clients, DNS, Firewall, Hub, Information Security, Javascript, Managing, Exchange, Windows, MySQL, Network, Operating Systems, PPTP, Program Design, Servers, TCP/IP, Troubleshooting, Windows Server
- Asset management, BASH, Cisco IOS, Hardware, CSS, DHCP, Email, Focus, PHP, Information technology, Leadership, Messaging, Office, 2000, Enterprise, Networks, OSPF, Presenting, Python, MSSQL, User training, VBscript