

JESSICA CLAIRE	
San Francisco, CA ♦ (555) 432-1000 ♦ resumesample@example.com	
EXPERIENCE	
Director of Information Technology , 05/2019 - Current Hyatt Hotels Corp. – West Hollywood, CA <ul style="list-style-type: none">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 <ul style="list-style-type: none">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 <ul style="list-style-type: none">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 <ul style="list-style-type: none">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	
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">Operating SystemsWindows Server 2008r2-2019, Debian/Ubuntu, CentOSAuthentication/IAMActive Directory, Azure AD, ADFS, SAML/SSO, MFA, DUONetwork InfrastructureCisco IOS, Nexus, Aruba, PanOS, HP Procurve, Citrix Netscaler, BGP, OSPF, DNSCloudAzureVirtualizationCisco UCS, VMware 5.5-6.5, Citrix XenApp/XenDesktop 6.5-7.15Security InfrastructurePalo Alto Firewall, Checkpoint Firewall, Alienvault SIEM, Snort/Suricata IDS, OpenVas, OSSEC, Sonicwall SSLVPN, ELK, Pulse Secure VPNEndpoint SecurityPalo Alto, Checkpoint, TrendMicro, SymantecMessaging, Security & ArchivalO365, Exchange 2007-2016, Smarsh, Proofpoint, Symantec, WombatLanguagesPHP, Powershell, Python, VBscript, BASH, MySQL, Javascript, CSS, MSSQL, WordPress DevelopmentSoftware/ToolsOperating Systems	<ul style="list-style-type: none">Windows Server 2008r2-2019, Debian/Ubuntu, CentOSAuthentication/IAMActive Directory, Azure AD, ADFS, SAML/SSO, MFA, DUONetwork InfrastructureCisco IOS, Nexus, Aruba, PanOS, HP Procurve, Citrix Netscaler, BGP, OSPF, DNSCloudAzureVirtualizationCisco UCS, VMware 5.5-6.5, Citrix XenApp/XenDesktop 6.5-7.15Security InfrastructurePalo Alto Firewall, Checkpoint Firewall, Alienvault SIEM, Snort/Suricata IDS, OpenVas, OSSEC, Sonicwall SSLVPN, ELK, Pulse Secure VPNEndpoint SecurityPalo Alto, Checkpoint, TrendMicro, SymantecMessaging, Security & ArchivalO365, Exchange 2007-2016, Smarsh, Proofpoint, Symantec, WombatLanguagesPHP, Powershell, Python, VBscript, BASH, MySQL, Javascript, CSS, MSSQL, WordPress DevelopmentActive 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, VPNAD, 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 ServerAsset 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