


Annalea Layton

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 <https://github.com/AnnaleaLayton>

Summary

As an experienced IT professional with a focus on cybersecurity, I offer a unique blend of technical expertise and security knowledge that allows me to provide effective solutions and strategies for protecting organizational assets. With a proven track record of success in managing complex IT systems and implementing robust security protocols, I am a results-oriented professional with a passion for staying up-to-date with the latest trends and technologies in the cybersecurity field. Looking too expand my career into cybersecurity by accomplishing many industry certifications.

Experience

Github/Lab Contributor Cybersecurity

Self-employed

Mar 2019 - Present (4 years 3 months)

For a full list of current and past projects please see the GitHub link below.

<https://github.com/AnnaleaLayton>

Laboratory Assistant

Cryos International

Feb 2023 - Present (4 months)

Develop and maintain a system and help to maintain cloud-based filing system as well as hard copies.

Follow and maintain FDA regulation compliance guidelines.

Prepare media for use in laboratory procedures

Perform laboratory procedures as directed by local management such as using a computer-assisted sperm analysis system (CASA) to standardize counting and assessment of our products

Utilize laboratory techniques to assist the lab as needed

Answer and direct phone calls

Write and distribute email, correspondence memos, letters, faxes and forms

STEAM APPLIED RESEARCH AND TRAINING (START)

Wake Technical Community College

Aug 2022 - May 2023 (10 months)

Worked in a team environment to execute experiments as projected with the NSF.

Designed own experiment and implemented scientific method to successfully develop and test own experiment.

Learned and implemented laboratory procedures.

Executing development and production processes as well as process documentation

Understanding processing principles and scientific theory behind operations steps

Preparing the samples for examination, using automated equipment and specialized instrumentation, and assist with performing numerous complicated tests simultaneously.

Dispute Analyst

NORDSTROM CARD SERVICES, INC.

Sep 2018 - Sep 2020 (2 years 1 month)

Research disputed transactions and request documentation from Nordstrom, Inc., Nordstrom.com, HauteLook, Nordstrom Rack, and Trunk Club.

Set-up and maintain working case files and log document identification and date of dispute notifications as needed.

Work closely with fraud personnel to charge back unauthorized transactions.

Worked closely with other teams to manage and resolve disputes.

Uses good judgment in all situations and strive to deliver unmatched customer service.



Operational Specialist

NORDSTROM CARD SERVICES, INC.

Sep 2016 - Sep 2018 (2 years 1 month)

Managed all employee house accounts by maintaining a SQL database.

Worked closely with IT to configure new scripts using python and SQL.

Organized informational meetings for new operational tasks.

Worked with back in ques to manage all incoming requests.



Help Desk Specialist

Dish and Xerox

Apr 2013 - Sep 2015 (2 years 6 months)

Provided technical support to end-users by troubleshooting issues, configuring software applications, and operating systems, diagnosing and repairing hardware and software problems, and assisting in the implementation of security protocols. Maintained accurate records of help desk tickets and communicated with users in a clear and concise manner.

....Worked at Dishnetwork and Xerox in the same role just different companies....

Education



Wake Technical Community College

Associate of Science - AS, General Studies

Jun 2022 - Mar 2023

20 credit hours.



Penn Foster Group

Highschool Diploma, Highschool

Licenses & Certifications



Foundations of Cybersecurity - Coursera

FGSWR35D355R

Skills

Cyber • Dynamic Host Configuration Protocol (DHCP) • Cybersecurity • GitHub • Gitlab • Git • Shell Scripting • Active Directory • Splunk User Behavior Analytics • Splunk