

Jessica Herrera Anderson

Information Security Analyst

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SUMMARY

Currently pursuing a Bachelor of Science in Information Technology & Networking with a focus on Cybersecurity, I am a results-driven cybersecurity professional with a solid foundation in information systems and ethical hacking. My hands-on experience includes a resolution coordination position with Walmart, where I have accrued 6 years of experience in technical support and problem-solving roles. I am adept at leveraging knowledge of APIs, JSON, and XML, and have a proven ability to apply critical thinking and technical skills in data management and API integration. I work closely with engineers to identify and resolve issues within Walmart's API platform and excel at navigating complex security challenges. I am seeking to leverage my expertise as an Information Security Analyst or Cybersecurity Engineer in a dynamic cybersecurity environment.

SKILLS

API - Critical Thinking - Data Entry - Ethical Hacking - Information Systems Knowledge - JSON - Technical Proficiency - XML

EXPERIENCE

Resolution Specialist | Walmart

May 2024 - Present

- Promoted to the CSP Content Solutions Provider, delivering improved communication efficiency with Walmart marketplace sellers by managing timely updates and modifications to online item descriptions across all platforms.
- Resolved API errors, enhancing client satisfaction by analyzing JSON, XML data and providing clear explanations and examples to facilitate successful troubleshooting and implementation.
- Improved client support satisfaction by offering additional clarification through phone calls, ensuring comprehensive understanding of complex issues during high-pressure situations.
- Streamlined communication processes, increasing response time by 30% through the implementation of organized chat and email protocols within Walmart.com's Department.
- Trained new team members on effective resolution strategies, fostering a collaborative environment that improved overall team performance in handling client inquiries.

Senior Resolution Coordinator | Walmart

Oct 2023 - May 2024

- Surpassed departmental metrics by enhancing knowledge and leading small projects within the Customer Account Review Department, resulting in improved team performance and efficiency.
- Mentored colleagues transitioning to new roles, fostering a supportive environment that increased team cohesion and accelerated onboarding processes.
- Monitored and managed customer communications through email and phone, ensuring professionalism and adherence to guidelines while maintaining a high level of customer satisfaction.
- Analyzed customer complaints to identify trends and root causes, proposing actionable solutions that improved overall resolution rates by addressing systemic issues.
- Developed a comprehensive PowerPoint guide on voluntary time off (VTO) usage for 100 call center employees, enhancing consistency and clarity by implementing easy access via OneNote, which earned commendation from management.

Resolution Coordinator III | Walmart

Jun 2023 - Oct 2023

- Resolved damage and loss in transit complaints, enhancing customer satisfaction by implementing effective solutions in the Account Review Department.

- Conducted thorough investigations, improving issue resolution rates by actively listening to customer concerns and escalating critical issues to supervisors when necessary.
- Clarified issues and determined root causes, successfully resolving complaints through prompt responses to customer calls and inquiries.
- Produced detailed investigation reports, preventing fraud by evaluating customer data and providing accurate product and service information via live chat.
- Achieved all performance metrics within 90 days, ensuring consistent delivery of excellent customer service across

PROJECTS

Traffic Light

- ESP32 Microcontroller Board- created a Multi-Intersection Traffic Light System

The National Society of Leadership and Success – Member Date 2025 - Present

- Selected by campus administration to participate among top students in a leadership program including:
- Leadership Training Day: Trained in leadership and success skills via an introspective and interactive training session.
- Speaker Events: Participated in seminars led by celebrities and best-selling authors on topics such as leadership, time management, and goal setting.
- Success Networking Teams: Participated in peer based leadership development teams. Experience in setting and achieving goals, receiving coaching, coaching others, and holding others accountable to commitments.

EDUCATION

Bachelor : Information Tech & Networking : Cyber Security | DeVry University

Dec 2018 - May 2026