

## **CHRIS KINCAID**

Location: Springfield, Missouri

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### **DIGITAL SOLUTIONS SPECIALIST**

Prior Software Tester, Security Analyst, and Technical Support Agent skilled in information security and quality assurance. Collaborative team player with a strong focus on delivering high-quality solutions within deadlines. Adaptable to changing technologies while conducting smoke/regression testing, effectively communicating results to the appropriate team member or stakeholder.

### **AREAS OF EXPERTISE**

Risk Management and Vulnerability Assessments

End Point Monitoring and Data Loss Prevention (DLP)

Software Testing and Test Case Management

User Interface Testing and End User Simulation

### **APPLICATIONS AND PROGRAM LANGUAGES**

Automation Software (Playwright and Selenium)

Software Development Life Cycle processes and common tools (JIRA and Confluence)

Programming and script writing (Bash, C#, Python, PowerShell, Terraform)

Virtualization Software (Hyper-V and VMWare)

Test Case authoring and management (TestRails)

### **PROFESSIONAL EXPERIENCE**

**Nuix North America Inc**, Herndon, VA

**August 2021 - July 2023**

#### **Software Development Engineer in Test**

Ensured the development of Security Information and Event Management (SIEM) software was of the highest quality through meticulous manual testing methodologies and efficient automated testing techniques.

- Identified and reported software defects, collaborating closely with developers to facilitate prompt resolutions and overall product performance and the release of new features.
- Emulated customer environments by leveraging virtual machines, ensuring accurate testing scenarios and delivering software solutions that aligned with real-world user experiences.

**Full Potential Solutions**, Kansas City, MO

**January 2021 - August 2021**

#### **Technical Support Representative**

Delivered comprehensive end-user technical support to customers for Internet routing, VoIP, and media server products, quickly diagnosing root causes, troubleshooting issues, and providing solutions.

- Interacted professionally and personally with customers, defusing volatile situations, and working collaboratively to resolve their issues while exceeding productivity standards.
- Leveraged acquired technical expertise to clearly communicate resolution strategies based on rapid analysis of current challenges, toggling between applications to assess issues and configure settings.

**Nuix North America Inc, Herndon, VA**

**March 2019 - April 2020**

**Information Security Analyst**

Led policy and procedure creation and development, aligning strategic IT objectives with governmental compliance requirements to optimize network security and protect data integrity.

- Managed physical access system, configuring security protocols, proactively problem solving, and reinforcing policies to contribute to system-wide security initiatives.
- Designed and deployed an endpoint monitoring system, tailoring specifications to unique needs and managing utilization and operation of the system to maintain functionality and compliance.
- Developed subject matter expertise, working within strict operating environments, maintaining infrastructure security, and utilizing frameworks such as NIST, ISO 27001, and FedRAMP.

**Full-time student and stay-at-home parent, Springfield, MO**

**February 2013 - February 2019**

**Student/Parent**

Coordinated and overseen all aspects of my child's immunotherapy for a rare blood disorder.

- Awarded three Associate and two bachelor's degrees.

**Teletech - Hewlett Packard Department, Springfield, MO**

**June 2011 - January 2013**

**Technical Support Agent**

Provided extensive technical support and services to customers, facilitating proper utilization of HP products and equipment to maintain customer satisfaction.

- Diagnosed remotely and troubleshoot complications, working with customers through solutions.
- Contributed to ongoing customer and client retention, utilizing wealth of technical expertise, updating account information, recording customer engagements, notating accounts, and closing tickets.
- Collaborated with associates and other departments to escalate issues to drive resolution, forging working relationships that facilitate future success and minimize downtime.

**ADDITIONAL RELEVANT EXPERIENCE**

**Assistant Manager, Springfield Skate Park Project, Springfield, MO**

**Executive Steward, Clipper Cruise Line, St. Louis, MO**

**Customer Service Representative, MCI WorldCom, Springfield, MO**

**EDUCATION**

**Bachelor of Science (BS) - Computer Information Systems**

Missouri Southern State University

**Bachelor of Science (BS) - Criminal Justice Administration**

Missouri Southern State University

**Associate of Business Management**

Ozarks Technical Community College

**CERTIFICATIONS**

CompTIA Security+, 2021 – 2024

EC-Council - Malware Analysis Fundamentals, 2023

EC-Council - Mastering Pentesting using Kali Linux, 2023

SQL Essential Training, 2020

HTML Essential Training, 2020