

Accomplished technical professional with a proven track record of success in managing and supporting an array of business-critical systems and platforms. I'm a person who values hard work and a commitment to excellence. I have solid project management skills with the ability to manage resources, gather relevant business and technical requirements, and engage with key internal and external stakeholders. I have an expertise in installation, troubleshooting and monitoring of software and adept at working in business and corporate settings, with focus on operating systems, server hardware, data center operations, and disaster recovery.

- ✓ Exceptional problem solving skills
- ✓ Strategic Planning/Analysis
- ✓ Project Management
- ✓ Change Management
- ✓ Vulnerability assessment/remediation
- ✓ Requirements Gathering
- ✓ Interpersonal Communications
- ✓ Team Leadership

## Technical Skills

<b>Software/Technologies</b>	CyberArk PAS Suite, CyberArk EPM, BeyondTrust (PowerBroker), Symantec Endpoint Protection, Sophos, Tenable Security Center, System Center Configuration Manager (SCCM), Service Now, Nexpose, Cisco UCS Manager, VMware vSphere 5.x/6.x, Tanium, Infoblox, Commvault, Citrix, Active Directory, SQL Management Studio, Splunk
<b>Hardware</b>	VCE vBlock (300, 340, 540, 700, 720), Cisco UCS B-Series Blade Servers, Cisco UCS Rack mounts, Cisco 9k's, 5k's, 3k's switches, HP DL360, 380, 385, 580, 585, BL460, BL465, HP C-7000, C-3000
<b>Operating Systems</b>	Windows (7, 8/8.1, and 10), Windows Server (2003, 2008, 2012, 2016), Linux (Ubuntu, RHEL)

## Professional Experience

### EXPRESS SCRIPTS

8/2016 – Present

#### *Privileged Access Management(Information Protection Manager)*

Serve as Information Protection Manager of the Engineering team. Responsible for companies Privilege Access Management Technologies including BeyondTrust (PowerBroker) and CyberArk PAS implementation.

##### *Key Duties*

- Manage a team of high-performing security engineers developing solutions to automate PAS environment
- Review and analyze activity reports to ensure compliance with corporate and industry standards.
- Take a leadership role in working across the company on security projects
- Decreased number of local administrators in environment by increasing the use of PowerBroker/Endpoint Privilege Management technology.

#### *Privileged Access Management(Information Protection Advisor)*

##### *Key Duties*

- Work with Agile methodology to provide best service to CyberArk customers.
- CyberArk Vault, PSM, CPM, AIM, PSMP, and PVWA environment implementation, design and upgrades
- Daily Operations consisting of on-boarding, maintaining and user training to ensure least privilege access.
- Work as a CyberArk SME to add capabilities and provide support to the environment.
- Vault Admin work to ensure our application and components are running properly and efficiently.
- Windows Server troubleshooting to determine cause of issues for various Incidents.
- Change control to ensure a well-documented process during changes in the environment
- Work with Audit to ensure compliance within the environment
- Serve as a primary escalation point for the CyberArk PAM Solution for product and deployment resolutions.
- Considered a leader within the CyberArk team and a primary contributor for expanding and implementing the PAM Tool.
- Maintain and modify CyberArk connection components as needed

**Endpoint Security Engineer**

Maintained patching of endpoint environment and served as subject matter expert in Privilege Access Management Technologies including BeyondTrust (PowerBroker). Collaborate with internal partners to identify and remediate vulnerabilities. Manage a team of local and off-shore contractors to support business critical systems.

**Key Duties**

- Identified vulnerabilities, recommend corrective measures and ensure the adequacy of existing information security of over 20,000 endpoints leveraging a variety of state-of-the-art security tools and platforms.
- Review and analyze activity reports to ensure compliance with corporate and industry standards.
- Improved patching SLA's for critical updates to a 7-day turnaround time.
- Decreased number of local administrators in environment by increasing the use of Endpoint Privilege Management technology.

**CANADIAN PACIFIC**

12/2015 – 6/2016

**Converged Infrastructure Specialist**

Managed operations of client Converged Infrastructure environments.

**Key Duties**

- Member of dedicated team that provided full range of support, maintenance, and functionality of client VMware and Cisco UCS/Networking switches, as well as internal EMC hardware/software environments.
- Led effort to update Cisco UCS equipment within vBlock environment, freeing up opportunity to upgrade to latest version of VMware.
- Served as escalation point-of-contact for troubleshooting of advanced network/systems issues; consistently earned 100% issue-resolution scores as a result of providing excellent service to internal customers.

**DATA RECOGNITION CORPORATION**

6/2015 – 12/2015

**System Administrator II**

Installed, configured, and ensured functionality of Windows 2008 R2/2012 Servers, Windows Server systems, and Linux operating system. Performed regularly scheduled Windows Server OS/Security patches, data backups, and restores.

**Key Duties**

- Supported VCE vBlock systems and resolved expedited issues within the EMC Avamar Administrator.

**3M/BLACKNIGHT FINANCIALS**

2/2015 – 6/2015

**Windows Server Administrator**

Managed the support of the VMware ESXi Server infrastructure environment, with accountability for server remediation and operating system hardening. Performed break/fix of HP servers.

**Key Duties**

- Resolved escalated incident tickets in an expedited manner.
- Oversaw server build/retirement project.

**EXPRESS SCRIPTS**

11/2006 – 2/2015

**VMware Engineer/Data Center Engineer, 11/2006 – 2/2015**

Provided support of Wintel and ESX platforms, including administration, approval of change requests, and technical assistance. Managed the Cisco Unified Computing Systems (UCS) infrastructure, and internal VCE vBlock systems. Ensured adherence to Data Center's standard operating procedures, and directed external vendors to perform assigned services in accordance with established processes.

**Key Duties**

- Managed daily operations of the Data Center environment.
- Supported and maintained VMware ESXi Server Infrastructure of 800+ ESXi hosts with 8000+ Virtual Machines.
- Guided solution design regarding ESX cluster capacity, and responded to inquiries on the Virtual infrastructure.

---

## Educational Qualifications

**Associate of Arts, Computer Forensic**, Minneapolis Community Technical College, Minneapolis, MN (*in progress*)

**Diploma, Network Systems Engineer**, Minnesota School of Business, Richfield, MN