**Arlita M. Shelby**

Hayward, Ca

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**CORE COMPETENCIES**

Hardware Configurations• Operating System Installation • Technical Troubleshooting

TCP/IP Communications • Windows and Linux Filesystems Navigation • Directory Services

Infrastructure Server Management • User Training & Support • Preventative Maintenance

Documentation & Reporting • Microsoft Office 365 Deployment and Administration

Security Monitoring• Incident Response • Security Awareness • Metrics• Customer Service

ServiceNow, Remedy & Manage Now, Jira, Confluence, Google Suite, RFPIO

**PROFESSIONAL EXPERIENCE**

**Information Security Analyst – AppDynamics,** *San Francisco, CA* 07*/*2021 – 08/2021

* Researched vulnerabilities and processes to mitigate issues
* Responded to customers security questionnaire using RFPIO

**Customer Experience Associate – Better Mortgage,** *Oakland, CA*04/2021 – 06/2021

* Received all inbound communications from customers
* Answered questions/concerns or route customers to the proper resources
* Assisted customers with online application process
* Assisted customers with familiarizing themselves with their account
* Troubleshooted and explained tasks needing to be completed to move forward in the loan process
* Relayed messages from Processing Experts/Underwriters team to customers about loan status

**Information Security Analyst • Satellite****Healthcare***, Fremont, CA* 02*/*2018 – 10/2020

* Established and Managed IT Policies in line with applicable security compliance requirements
* Established Incident Response procedures for 2,500 endpoints and servers
* Launched Phishing campaign by sending malicious emails to the 2,000 end users to see if they would click on the links in the emails to increase end user awareness around malicious emails
* Provided Security Awareness Training to 2,000 users using KnowBe4 program
* Triaged security alerts to identify threats using Sophos, Alert Logic, MVision and Rapid 7 technologies
* Liaise with SOC, network support, help desk, and application support teams to mitigate security incidents using Security Best Practices to ensure system integrity.

**Security Analyst (Internship) •** *Droisys, Santa Clara, CA*  03/2016 - 05/2016

* Performed penetration test on production online applications using OWASP Zap
* Identified and researched vulnerabilities such as Cross-Site Scripting and SQL injections
* Provided recommendation for remediation and presented finding to management

**Production Specialist •** *Autonomy, Pleasanton, CA* 08/2009 – 06/2010

* Used Excel spreadsheets to update customer information for data analysis reports
* Transferred customer information from 100 hard drives nightly into Autonomy’s systems
* Ensured timely and accurate handling of sensitive information

**Tier II Technician •** *AT&T, San Ramon, CA*  03*/*2008- 08/2009

* Provided second level AT&T DSL service customer support for 20+ users daily including initial setup and ongoing maintenance
* Troubleshooted services included triaging problems, configuring equipment, and remotely logging into 20 customer devices daily
* Provided professional and courteous customer service. Established track record of quickly resolving problems

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**EDUCATION**

**Security+ Certification – in progress** 2022

**Google IT Support Professional Certificate** **•** 12/2020

**Merit America**

* Skill development experience includes:
* **Technical support:** installing & configuring computer hardware, software, and networks
* **Computer networking:** standard protocols for TCP/IP and network services (e.g., DNS)
* **Operating systems**: creating users, groups, and permissions for account access & installing, configuring, and removing software on Windows and Linux operating systems
* **Systems administration:** server management and user & information management
* **IT security**: evaluating potential risks and utilizing encryption algorithms and techniques

**Higher Education**

**Merritt College•** Associate of Science **-** 12**/**2017

**Infrastructure Security Program**

* **Cloud Security Fundamentals -** New cloud computing paradigm - Implications for information security, differences in cloud computing service versus deployment models, associated security requirements and responsibilities.
* **Intrusion Detection -** Host-based and network-based intrusion detection systems (IDS): Tools for information security practitioners; examination of information sources, analysis schemes, technical, and legal issue**s.**
* **Ethical Hacking, Exploits, and Incident Handling:** Cutting-edge insidious attack vectors: Responding to computer incidents and hands-on techniques for discovering security vulnerabilities.
* **Systems and Network Administration:** Design, development and support of server hardware and software technologies: Disaster recovery and security administration

**College of Alameda -** Associate of Science - 05/2011

* **Computer Information Systems**
* **Introduction to Computer Science -** Introduction to computer science - Architecture of digital computers, design of algorithms for solving various problems, and basic skills in computer programming
* **Database Management -** Design, implementation, and maintenance of databases - Analysis of user requirements; building tables, queries, forms, reports, and other topics**.**
* **Introduction to Computer Hardware -** Introduction to computer hardware - Maintaining and servicing computer equipment, fundamental concepts and architecture, major computer subsystems and peripheral devices, common computer problems, troubleshooting techniques, repair procedures and preventive maintenance; traditional, current, and emerging computer technologies

**Awards and Achievements**

* Awarded Star Recorder 2019/2020 from Women of the Moose for accuracy and meeting deadlines
* Received Elevate Award 2015 and 2017 from Golden State Warriors Excellent Customer Service
* Awarded Scholarship from Women in Cybersecurity 2016