LANCE ROSENGARTEN

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OBJECTIVE

Seeking a position in any technical/cybersecurity role in which the organization needs my skills, knowledge, and expertise.

SUMMARY OF QUALIFICATIONS

Cybersecurity Professional with over a decade of diverse experience spanning sales, customer service, IT, and cybersecurity, with a strong focus on government, financial systems, and healthcare environments. Proven expertise in conducting enterprise impact assessments, managing cybersecurity dashboards, and briefing executive leadership on risk and compliance. Demonstrated success in vulnerability management, incident detection and response, and policy development, including hands-on work with tools such as Rapid7, CrowdStrike, CyberArk, JumpCloud, Splunk, and Zendesk. Achieved significant risk mitigation—reducing organizational cybersecurity risk by 85% and retaining over $1MM in recurring revenue. Adept at integrating security measures into business operations, supporting compliance with NIST SP 800-53A Rev 5, CMMC, ISO 27001, and CIS controls, and driving continuous improvement through data-driven analytics and cross-functional collaboration. Recognized for leadership, meticulous problem-solving, and effective communication in high-stakes environments.

CERTIFICATIONS

COMPTIA SECURITY+
ZENDESK CUSTOMER SERVICE PROFESSIONAL CERTIFICATE
SPLUNK FUNDAMENTALS CERTIFICATION
JUMPCLOUD CORE CERTIFICATION
(ISC)2 CERTIFIED IN CYBERSECURITY (CC)

AREAS OF EXPERTISE

NIST SP 800-53A Rev 5 | CMMC | ISO 27001 | CIS CSAT | Troubleshooting | Cybersecurity | Project Management | Time Management | Incident Detection and Response | Vulnerability scanning | Window OS | Linux | Leadership | Active Listener | Meticulous |Communication | Problem Solving | Customer Service | People Skills |Risk Assessments | Remediation | CyberArk| CrowdStrike| Rapid7 |JumpCloud | Splunk | Zendesk | ServiceNow| Elastic Stack | Salesforce.com | Citrix | SIEM | IAM | MDM | Training & Awareness |

LANGUAGES

Basic knowledge in HTML, C++/C#, BASH Scripting, Python and SQL

EXPERIENCE

FEBURARY 2025 – JUNE 2025

CYBERSECURITY ANALYST(CONTRACTOR), COMMONSPIRIT HEALTH

Conduct audit reports on baseline builds for Window Servers, MacOS, Linux assets, and network devices. Scanned assets for vulnerabilities and verify builds are compliant based on CIS controls, organizational standards, and industry requirements. Presented findings to upper management.

- Tracked and managed high-value assets within the enterprise environment to ensure they are secure and compliant.
- Pulled reports from Rapid7, identified vulnerabilities, and mitigated risk.
- Participated in daily meetings regarding vulnerabilities to identify new CVEs, assessed their impact on the environment, and mitigated risks, contributing to initiative-taking threat management.
- Set up dashboards and reports to provide continuous monitoring of assets and vulnerabilities.
- Supported the Cyber Hygiene program and provided insights into potential policy changes and their impact on infrastructure, aiding in strategic planning.
- Worked with other departments to integrate security measures into overall business operations.
- Set up recurring reports in Rapid7 to track newly added assets to the environment and track vulnerabilities over time.
- Analyze reports from CrowdStrike and CyberArk and identified 20,000 unvaulted service accounts. Reached out to the owners to vault service accounts and provided support on the process. Set up ServiceNow tickets to track the progress of vaulting the service accounts.
- Utilized Rapid7 to identify vulnerabilities tied to Windows 10 against Windows 11 machines and reported findings to upper management, assisting in decision-making for end-of-life operating systems.
- Supported the development and implementation of cybersecurity policies and procedures to enhance overall security posture.

MARCH 2023 – MARCH 2025

GRC ANALYST/SOC ANALYST/CYBERSECURITY CONSULTANT, CYBER NOMAD

Spearhead risk mitigation efforts. Oversee IAM and SIEM tool incident monitoring and response, JumpCloud administration and continuous monitoring. Presented on CIS Controls and Cybersecurity current events. Develop written policies and procedures based on NIST.

- Track and organize NIST SP 800-53A Rev 5, CMMC, ISO and CIS controls to meet governance and regulatory compliance. Achieved risk mitigation reduction of 85% across the organization, in all areas of cybersecurity risk, and business compliance.
- Perform vulnerability assessments using the Defense Information Systems Agency (DISA) and Security Technical Implementation Guide (STIG).

- Conduct risk assessments using NIST RMF, SP 800-37 Rev 2, to prepare, categorize, select, implement, and monitor information systems and environments.
- Perform security control continuous monitoring, security audits, risk analysis and developing mitigation strategies.
- Develop findings, remediation and plans of actions and milestones and policy and procedure development. Conducted a cost-benefit analysis to assist in implementing a VPN solution.
- Utilize RACI and team charter, and present risk to Executives.
- Analyze logs, identify indicators of compromise, respond to incidents, provision, and monitor 270 users and devices.
- Applied DLP in Cyber Nomad's production environment, handle vulnerability management, change management, incident response, configuration management, and IT configuration control board access.
- Troubleshoot and hardened Windows 10 and Windows 11 devices.
- Configured BitLocker on Microsoft Windows Pro 10/11 across multiple devices and platforms.
- Conduct enterprise impact assessments and security impact analyses, patch and technical policy management, software license management. Employed MFA, disaster recovery/COOP planning and procedures and applied encryption technologies.
- Perform workflow development, continuous process improvement and review and maintain residual risk register.
- Created SharePoint sites to centralize data and streamline processes.
- Conduct helpdesk role and close Zendesk tickets.
- Brief leadership on ways to improve Cybersecurity Capability and Maturity through incident response and patch management policies.
- Possesses a High-level understanding of FedRAMP controls compliance.
- Assists with Cyber Nomad cybersecurity curriculum development from a student's perspective.
- Consistently provides recommendations through weekly After-Action Reviews in support of continuous quality improvement.

SEPTEMBER 2015 – FEBURARY 2025

SALES SUPPORT, JOHNSON CONTROLS, INC

Dispatched on alarms, performed technical troubleshooting, supported Salesforce.com, contract negotiations, customer retention, oversaw billing disputes, and processed and researched payments. Managed BBB and social media complaints, and customer escalations from CEO and VPs and managed different projects.

- De-escalated customer concerns resolving issues. Provided formal written communication to internal and external customers, documenting efforts, and results.

- Created and maintained SharePoint sites, build policies and procedures, and standard operating procedures.
- Troubleshot CPQ errors and conducted UAT and production environment testing to ensure system reliability and efficiency.
- Partnered with IT to set-up hardware and software of over five hundred workstations, testing VPNs and Laptop set up for remote work environment during COVID-19.
- Pulled Database reports utilizing SQL queries to verify accurate data and mass update information that needed to be updated.
- Led and mentored the team of thirty and trained new employees.
- Troubleshoot intrusion alarms (I.E. Honeywell, Bosch, etc.), Fire Alarms, Access Control and CCTV systems.
- Troubleshoot and support end users with training materials on changes due to upgrade from Windows 10 to Windows 11.

APRIL 2015 – NOVEMBER 2015

COMPUTER SALES, BEST BUY

Built rapport with customers, identified customer needs and concerns, and evaluated the most beneficial product for each customer.

- Maintained and organized presentable merchandise to drive continuous sales and improved shopper experience.
- Studied sales techniques and computer hardware and technical specifications to increase knowledge of computer repair and better assist customers.
- Manage point of sale systems.

APRIL 2013 – APRIL 2015

PRODUCE STOCKER, WALMART

Maintained and organized presentable merchandise to drive continuous sales.

- Organized racks and shelves to maintain visual appeal and drive product promotion. Evaluated inventory and delivery needs to ensure customer demands were met.

NOVEMBER 2011 – MARCH 2015

SALES REPESENTATIVE, ALPACA WORLD

Maintained and organized presentable merchandise to drive continuous sales. Analyzed and processed returns.

- Performed opening and closing responsibilities 150+ times. Recognized by management for quality work and diligence.

AWARDS

Cyber Nomad

- Graduated internship with honors in June 2023 and recognized with the “Extra Mile “, “Intern of the Week” and “Cyber Nomad's Best Performing Team” awards.

Johnson Controls, Inc

- Received awards for teamwork, customer service, mentorship, training, and Merit Award, for retaining $1.1MM in recurring revenue.

HOBBIES / HOME LAB PROJECTS

Presented on CIS Controls and Cybersecurity current events; Splunk Fundamentals certification; viewed and interpreted error logs from host OS systems; Installed Windows Servers, Linux Servers, and virtual machines running Kali-Linux, ParrotOS, Ubuntu, and Windows Server. Utilized Nmap and Wireshark to perform network discovery, packet capture, & traffic analysis; Vulnerability scans using Tenable Nessus; Set up networks and segment those networks using VLANS; Completed Cybersecurity Analyst capstone project by briefing leadership via Zoom on ways to improve project company’s Cybersecurity Capability & Maturity by incident response and patch management policies, CIS controls via NIST 800-53A. Participated in various CTF events hosted by Hack the Box and Offsec. Top 1% on Hack the Box Academy and participated in various CTFs events hosted by Offsec and Hack the Box.

EDUCATION

JANUARY 2012 – APRIL 2013

WESTWOOD COLLEGE

Pursued coursework in game software development and Information Technology and introductory program languages C++ and C#.

MAY 2011

HIGH SCHOOL DIPOLMA, LAKEWOOD HIGH SCHOOL

National Society of High School Scholars (NSHSS)