Damien M. Lindsey

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EDUCATION & CERTIFICATION

CompTIA Security+
Coursera Google Cyber Security Professional Certificate
Coursera Microsoft Windows Defender & Firewall Certificate
Towson University   Towson, MD
Bachelor of Arts (B.S.), Business Administration; concentration in Investments
    Relevant Coursework: Business Analytics, Enterprise Information Systems, Financial Modeling & Management, Financial & Managerial Accounting, Financial Institutions & Risk Management, Investment Equity & Fixed Income Security Analysis

EXPERIENCE

Morgan Stanley   Baltimore, MD
Operations Analyst III   *June 2021 – Present*
- Partners with Technology and 3rd party software providers to design, UAT test, and implement business process changes to optimize operational efficiency and improve productivity
- Organizes and leads team in streamlining processes, updating procedural documentation, and training on updated processes/tasks
- Reviews regulatory adherences/tax documentation for onboarding client accounts, clearing associated tasks, and distributing disclosures as needed (Dodd Frank, IM Seg CFTC, QIB (Qualified Institutional Buyer), FINRA, QFC, CRS, MID/MET, etc.)
- Updates client data, conducts regulatory checks for accounts, and works with multiple downstream teams to ensure all regulatory requirements are satisfied
- Provides updates on behalf of team in weekly Client Onboarding & Regulatory Services (CORS) meeting
- Partners with business units and technology to deliver exceptional service to our clients in the areas of trade capture, clearance and settlement, account opening, cash management, billing, tax reporting, and fraud monitoring
- Trains newly hired team members in daily tasks
- Writes and updates standard operating procedures, work instructions, and policies
- Identifies and mitigates operational risk while ensuring continued compliance with global regulatory requirements
- Establishes and maintains effective client relationships to deliver world class operational services

Trading Operations Summer Analyst
- Processed trading of residential mortgages on the secondary market
- Teamed-up with intern group to assist 'Tax Client Reporting & Accounts' team in designing an optimized 'Control Assessment Repository' operational process

Northwestern Mutual   Hunt Valley, MD
College Financial Representative Intern   *Summer 2020*
- Licensed in Life & Health Insurance
- Held 25+ meetings with family and colleagues to prospect for potential clients
- Interviewed prospects to determine their current income, expenses, insurance coverage, etc. to develop and recommend strategies to meet their financial goals

MSI Security   Baltimore, MD
Systems Integration Technician   *September 2018 – May 2021*
- Networked IP/Analog CCTV camera systems in 50+ commercial and residential environments
- Performed walkthroughs with clients to design CCTV camera system layouts
- Ran CAT5/coaxial cables and installed bullet/dome cameras on interior and exterior of properties
- Provided phone support to field technicians/installers to assist with troubleshooting issues with existing access control, CCTV, burglary, and fire equipment as well as configuration of new devices being added to the system
- Provided direct customer service answering questions, assisting with troubleshooting system issues, and dispatching service technician when needed

TECHNICAL SKILLS

Linux (OS), SQL, Python, Wireshark, Microsoft Windows Defender, Windows Firewall, Splunk (SIEM), QualysGuard Vulnerability Scanning, Nessus (Tenable), Incident Response, SharePoint, Jira, NIST 800-53 Risk Management Framework (RMF), Microsoft Office Excel *certified, Project Management, PIPE, Markit, DQS, ISDA (Aug 2012, March 2013, & 2018), Contact Manager, SharePoint, Outlook, Teams, IP/Analog CCTV Networking, Security Networking, Technical Support, Pro-forma Statements, DCF Modeling, Amortization Tables