# Jordan Klein

## IT Security Engineer III | Software Security

Boston, MA | jordaniklein03@gmail.com | 914-552-5705 | https://www.linkedin.com/in/jordan-k-021605125/

## Professional Summary

Results-driven IT Security Engineer with 5+ years of experience leading secure software development lifecycle (SDLC) initiatives across global engineering teams. Proven track record of delivering significant cost savings through automation and process optimization, with expertise in cloud security, vulnerability management, and DevSecOps practices. Recognized leader in customer service excellence and cross-functional collaboration.

## Core Competencies

**Security & Compliance:**

Secure SDLC, Application Security Assessment, Static/Dynamic Analysis, Vulnerability Management, Code Signing, Penetration Testing Support

**Cloud & DevOps:**

AWS Cloud Architecture, CI/CD Pipeline Security, Docker, GitHub Actions, DevSecOps Implementation, Infrastructure as Code

**Programming & Automation:**

Python, SQL, JavaScript, Swift, Process Automation, API Integration, Data Analytics

**Tools & Platforms:**

GitHub, Qualys WAS, JFrog Artifactory, Docker, Jira, Confluence, AWS Services, Signal Sciences

## Professional Experience

### IT Security Engineer III, Software Security

**Thermo Fisher Scientific | Waltham, MA | July 2023 – Present**

**Key Achievements:**

- **Cost Optimization Leader:** Generated $112,148 in total cost savings through strategic automation and licensing optimization initiatives
- **Customer Service Excellence:** Completed 525+ ServiceNow tickets and 700+ automation requests in 2024, leading the team in customer support metrics
- **Recognition:** Received Exceptional Service Appreciation Award for consistently delivering "top-notch service" to global teams

**Technical Leadership:**

- Led secure SDLC implementation across 5,000+ global software engineers, ensuring security integration at every development phase
- Architected and deployed automated monitoring solutions for GitHub Actions cache and artifact management, preventing budget overruns
- Spearheaded Code Signing migration to AppViewX platform, successfully onboarding 11+ teams while serving as Subject Matter Expert (SME) for AMER region
- Developed comprehensive automation suite in dso-qualys repository, releasing 552 licenses worth $50,784 in annual savings

**Process Innovation:**

- Implemented Practical Process Improvement (PPI) initiative that reduced Service Now tickets by 18% in final quarter of 2024
- Created automated monitoring systems for Signal Sciences RPS, reducing system load from 4,000 to 2,500 requests per second.
- Established standardized documentation framework, updating 50+ SharePoint pages and creating centralized knowledge repository

**Community Engagement:**

- Conducted 5 technical training sessions on Qualys WAS for hundreds of users, enhancing team capabilities across the organization.
- Mentored 5+ team members including interns and IT Leadership Development Program participants
- Active contributor to Global Engagement Committee and multiple Business Resource Groups

## Business Analyst, Pharma Services Group

**Thermo Fisher Scientific | July 2022 – July 2023**
*Information Technology Leadership Development Program*

**Process Optimization & Analytics:**

- Engineered Python automation solution for pharmaceutical supply chain data collection, delivering $249,600 annual savings and eliminating 2,080 hours of manual work
- Conducted comprehensive performance analysis of manufacturing cost calculation systems, identifying bottlenecks and implementing solutions for improved customer experience
- Performed detailed value analysis of supply chain data services, quantifying monetary value propositions for customer stakeholders
- Collaborated directly with customers to gather feedback and implement feature enhancements based on user requirements

## IT Security Engineer, Software Security

**Thermo Fisher Scientific | July 2021 – July 2022**

- Managed secure SDLC processes for 3,900+ global software engineers, establishing baseline security practices
- Contributed to CI/CD pipeline security enhancements, access provisioning protocols, and security audit procedures
- Developed comprehensive documentation suite for security tool stack, creating clear guidance and policy recommendations
- Provided expert consultations on secure code management, static analysis, dynamic analysis, and artifact management

# Education

**Bachelor of Science in Business Administration**

**Information Systems Major** | Bryant University | *May 2021*

• *Magna Cum Laude Graduate*

• *Commencement Award: Excellence in Information Systems*

# Certifications & Professional Development

## Current Certifications:

- CompTIA Security+ Candidate ID: COMP001022824115
- AWS Certified Cloud Practitioner
- Scrum Product Owner Certificant ID: 001286461
- GitHub Actions Certified
- Qualys WAS Certified

# Technical Proficiencies

**Programming Languages:**

- Python, SQL, JavaScript, Swift

**Security Tools:**

- Qualys WAS, Netsparker, Signal Sciences, CodeQL, SonarQube, Semmle/LGTM, JFrog Artifactory

**Development & Operations:**

- GitHub, Docker, Maven, Gradle, Helm, Nuget, Jenkins, Selenium

**Cloud & Data:**

- AWS Services, Firebase, JSON, Pandas, Jupyter Lab, Microsoft Access, Data Modeling

**Project Management:**

- Jira, Confluence, ServiceNow, Agile/Scrum Methodologies

## Key Achievements & Impact

### Financial Impact:

- **$112,148 -** Total cost savings through automation and process optimization
- **$50,784 -** Licensing fee reductions through automated cleanup processes
- **$249,600 -** Annual savings from supply chain automation solution

### Operational Excellence:

- Led 3 major platform migrations with zero downtime incidents
- Maintained 99%+ customer satisfaction rating across 1,200+ support interactions
- Reduced system performance issues by 40% through proactive monitoring solutions

### Leadership & Development:

- Mentored 5+ professionals in cybersecurity best practices and career development
- Delivered technical training to 70+ participants across multiple sessions
- Active participant in 3+ professional development committees and volunteer initiatives

## Professional Interests

- **Community Engagement:** Alumni mentoring, career fair representation, volunteer work with Waltham Green Committee
- **Continuous Learning:** Pursuing advanced cybersecurity certifications and cloud architecture specializations
- **Thought Leadership:** Regular contributor to internal technical documentation and best practices development

## Personal Project - FastMealFinder – Web Application

- Designed and developed a **full-stack web application** using **Flask (Python), PostgreSQL, and Leaflet.js**, enabling users to quickly locate restaurants and check real-time dine-in and drive-thru availability.
- Built a **normalized relational schema** with JSONB fields to store complex restaurant hours, supporting dynamic queries and open/closed status checks.
- Implemented **feature filters** (drive-thru, Wi-Fi, catering, online ordering) with persistent state via LocalStorage for seamless user experience.
- Developed a **time-aware "is open now" algorithm**, handling edge cases like overnight hours (e.g., closing after midnight).
- Integrated **interactive maps** with geolocation markers, improving usability for late-night and traveling users.
- Focused on SEO, accessibility, and mobile-first design for discoverability and fast, lightweight usage.
- Deployed and tested with live data from Boston-area restaurants, engaging early users via Reddit and mailing list campaigns.