Kayleen Covelli

La Grange, KY | 502-396-1597 | kaycovelli@gmail.com | LinkedIn | Cybersecurity Portfolio

Cybersecurity Analyst with 10+ years of experience in auditing, compliance, and training. Currently completing the Google Cybersecurity Professional Certificate. Skilled in risk identification, process improvement, and compliance management, with a strong background in audit analysis and training program development. Seeking a cybersecurity role with opportunities for continuous learning, cross-functional collaboration, and driving organizational security initiatives.

RELEVANT SKILLS & EXPERTISE

Tools/Languages: Linux, Windows, SQL (BigQuery, MySQL, MariaDB, MSSQL), Python, SIEM tools (Splunk), Network Protocol Analyzers (WireShark, Tcpdump, Nmap), IDS/IPS (Suricata), DAST tools (Burp Suite, Nessus)
Security Practices: Information Security, Network Security (NDR), Vulnerability Assessment, Threat Analysis (IDS/IPS), Log Analysis, Security Frameworks and Controls (NIST)
IT Support & Troubleshooting: Network (LAN, DNS), OS Installation, Software Installation & Configuration, User Training & Support, Ticketing Systems, System Administration
Software Platforms: Google Workspace, Slack, CISCO (Webex), Epic, Meditech, Artiva, CCaaS, Microsoft (Power BI, CoE), Avaya
Strengths: Problem Solving, Collaboration, Attention to Detail, Calmness Under Pressure, Risk Management, Compliance Auditing, Process Improvement, Data Analysis, Training & Development

CYBERSECURITY PROJECTS

TryHackMe Rooms: Utilized interactive, gamified virtual environment to enhance practical knowledge and hands-on skills:

- **Linux Fundamentals** (1, 2, & 3) and **Linux Strength Training** - Navigated directories and files, adjusted permissions, analyzed logs, explored common utilities
- **Intro to Logs** and **Log Analysis** - Identified log types, located logs, employed regular expressions (RegEx), and utilized command line and CyberChef for effective log analysis
- **Windows Fundamentals** (1, 2, & 3) and **Windows Forensics** (1 & 2) - Acquired fundamental understanding of Windows, including file systems, user account control (UAC), control panel, system configuration, security, firewall, registry, and FAT/NTFS file systems; developed skills in accessing hives, utilizing registry explorer, and recovering files
- **Splunk Basics**, **Incident Handling with Splunk**, and **Splunk** (2 & 3) - Developed skills in navigating Splunk; conducting incident handling using Splunk; participated in the Boss of the SOC investigation for security analysis

EDUCATION, CERTIFICATES, & CERTIFICATIONS

Google Cybersecurity Professional Certificate • *Merit America, Virtual*   **Expected: 01/2025**

- Cultivated holistic understanding of cybersecurity's critical role in organizational security, privacy, and success, including how to systematically identify and mitigate risks, threats, and vulnerabilities
- Gained practical experience with **Linux**, **SQL**, **Python** and utilized **SIEM tools**, **IDS**, and **network protocol analyzers** for proactive threat management
- Applied knowledge to real-world scenarios, developing skills in proactive **threat detection** and **response** through completion of dynamic hands-on projects, including: conducting a simulated **security audit**, responding to a **cyber incident**, analyzing **vulnerable systems**, and completing an **incident handler's journal**

Certified Specialist Business Intelligence (CSBI) • *Healthcare Financial Management Association HFMA, Louisville, KY*

Certified Revenue Cycle Representative (CRCR) • *Healthcare Financial Management Association HFMA, Louisville, KY*

Bachelor of Science: Justice Administration • *University of Louisville, Louisville, KY*

PROFESSIONAL EXPERIENCE

Parallon • *Louisville, KY*
Quality Audit Specialist Level III   **06/2018 - Present**

- Conducte 250 audits monthly, ensuring 100% accuracy and compliance with evolving procedures, demonstrating attention to detail and adherence to strict deadlines.
- Identified and escalated 30+ compliance discrepancies monthly, reducing operational risk and improving overall audit performance, highlighting risk management and attention to detail.
- Contributed to the formulation, evaluation, and implementation of 3 new client auditing requirements, optimizing process accuracy and reducing errors by 35% per new client.
- Analyze audit findings, presenting monthly recommendations to operations staff to improve compliance and operational efficiency, showcasing data-driven problem-solving skills.
- Contribute to the formulation, evaluation, and implementation of new client auditing requirements, improving process accuracy and workflow optimization.

Training Specialist   **05/2016 - 06/2018**
- Facilitated bi-monthly training sessions for 25-30 new and existing agents, enhancing system knowledge, compliance, and negotiation skills.
- Developed 8 customized training modules, reducing onboarding time for new hires by 10% and ensuring adherence to compliance standards.
- Maintained and updated 15 company-wide unit-specific manuals in collaboration with operations staff, ensuring timely and accurate documentation, reducing discrepancies by 45%.
- Spearheaded the launch of a feedback system, collecting 250 agent responses to refine training materials.
- Collaborated with cross-functional teams to identify knowledge gaps and implement training improvements.

Customer Service Representative   **07/2014 - 05/2016**
- Resolved an average of 75 customer and insurance inquiries daily, achieving a 95% first-call resolution rate and strengthening client satisfaction.
- Investigated account discrepancies and billing issues, identifying root causes and implementing corrective actions to restore account accuracy.
- Executed secure data entry processes for sensitive client information, maintaining a 100% compliance rate with privacy regulations.
- Adapted to high-pressure situations by prioritizing and resolving urgent requests, contributing to a 15% improvement in service-level agreements.
- Coordinated with internal departments to address multifaceted client concerns, streamlining interdepartmental workflows and improving response efficiency.