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**SUMMARY**

Senior Information Technology professional with 30 years of experience. Extensive IT Project Life Cycle skills including Project Leadership, IT Security, Security Engineering, Requirements Definition, Systems Design, Prototyping, Programming, Testing, Documentation, and User Training. Experienced as an IT Security Analyst, DB2 & Sybase Database Administrator and Systems Administrator with a focus on WebSphere and WebLogic. Installed various AIX, Solaris and Linux middleware software. Solid Project Management experience from Project Planning through delivery. Very good communication and interpersonal skills.

**EXPERIENCE**

**Hanover Insurance Group – Worcester, MA 06/10/14 – Present**

**Senior IT Security Analyst**

As a Senior IT Security Analyst and Security Engineer within the Hanover’s *Governance, Risk & Compliance* team, my role requires developing, enhancing and implementing corporate security policies and standards, building out information security controls reflecting the NIST core cybersecurity framework and functioning as an Engineer to install & maintain corporate Tenable Network Security and CyberArk software. In addition, my responsibilities include executing and reviewing security scanning reports for vulnerabilities and compliance via Tenable’s Security Center, recommending feasible remediation options and reporting on significant current industry trends as related to our company assets within their lines of business. I assist in overall business impact analysis to ensure assets are adequately protected with proper security measures, evaluating and recommending software systems that provide pertinent security functions, and support Security Operations in the investigation and forensic reporting of security events/incidents occurring at Hanover Insurance.

*Responsibilities include:*

• Function as Senior Security Analyst and Security Engineer and in configuring ***Tenable Security Center***, ***Log Correlation Engine (LCE), Passive Vulnerability Scanner (PVS)*** & ***Tenable.io Cloud Scanner*** to represent Hanover’s Vulnerability Management software suite. This effort included setting up the associated Tenable/Nessus appliances on RHEL v7, configuring external and internal organizations, setting up Vulnerability and CIS Benchmark Compliance scans to run monthly to include all Network, workstations, VMWare, Linux & Windows Server IPs. Also, work on technical design/engineering required project documentation, training of technical users and business owners, constructing asset Dashboards for IT and Business Executive users, configuring API between Security Center and Service Now (python scripting) and configuring LCE for IDS and server events. Set up included the external Tenable.io cloud scanner for external IPs and third-party access scans. In addition, set up Nessus Scanner within MS Azure – BYOL for best audit practice scans and instance within Tenable.io for scanning Hanover’s Salesforce.com architecture.

(Tenable.io instance will shortly include AWS & Office 365 platform scanning.)

• Function as Security Engineer to install CyberArk 9.9 PAS- Privileged Account Security Solution. The complete installation cycle included configuration of test servers first and then the Production server series. Primary Vault server & PrivateArk Client, CPM (Central Password Manager) server & PrivateArk Client, PVWA (Password Vault Web Access) & PrivateArk Client, 2 PSM (Privileged Session Manager) servers & PrivateArk Client which included hardening, DR Vault server and PrivateArk Client and tested replication.

Completed CyberArk PAS Fundamentals training curriculum. DR exercises are upcoming this fall.

• Provided management of Hanover’s CSIRP – Computer Security Incident Response Plan which provides direction, documentation & communication on incident response handling. The process included improvements for Lost, Stolen, Compromised Device reporting, Data Breach Collaboration and Workshop exercises, the CSIRP Playbook for Security Incident Scenarios, definition of team roles, and training/socialization of the SunGard Assurance Notification Manager tool. CSIRP Active Security Incident Status Reports are prepared which represent a security incident/event in which CSIRP was activated, acted-upon and resolved and Incident/Event “Situation” reports are prepared as notification of the incident to management teams.

• For our Continuous Monitoring effort, utilized the Cyber Security Evaluation Tool (CSET) as the accepted Cyber Security Framework, completed baseline requirements and additional assessments to determine Hanover’s security posture. The effort involved conducting interviews, drafting responses and providing supporting documentation. Baseline results were mapped from CSET to the SANS Critical Security Controls Top 20 also mapping back to Line of Business asset owners.

• Worked on mapping Hanover’s published policy statements to NIST industry standards and correlated to our core Cyber Security Framework. Prepared Citrix drive mapping directive with the intent to remediate a security incident finding and participated in gathering data for NY & California state security audit questionnaires.

• Prior Vulnerability Management work included managing and detecting vulnerabilities by utilizing McAfee’s Vulnerability Manager and Symantec’s Control Compliance Suite for asset scanning and provide monthly and ad-hoc reporting back to associated teams and management. Responsible to answer the MVM Vulnerability Assessment Internal Audit which required research and a series of reference requests requiring evidence documentation. Apply monthly series of required Windows updates to the 3 team owned MVM servers. Work on the compliance scanning through Symantec CCS/Bindview for new server builds.

• Researched & Risk dashboard reported on specific malware threats such as Heartbleed, Heartbleed II, Shellshock, POODLE I & II, FREAK, Schannel, Venom, LogJam, Shotput, CryptoLocker, Cryptoblocker, and Bitcoin.

• Security Patch management project work included analyzing Vulnerability Reports on specific servers identified as having vulnerabilities requiring OS & application patching.

• Planned & wrote communications releases for iOS patching and drafted the new “Security Patching Standard” using NIST standards as that Cyber security framework.

• Managed Hanover’s SCAM mailbox by analyzing, monitoring, responding and filtering Hanover’s spam email activity. This effort included being able to script and run PowerShell queries for specific IT Security email events and maintain those scripts. It also included recognizing and building out a SCAM spotter program based on mailbox trending and analysis. Various URL(s) for troubleshooting potentially malicious email content were used, such as VirusTotal & Threat Connect.

• Served as liaison with partner company AIX which entailed Security awareness alignment between Hanover & AIX, functioning as a steward in the Security Posture Council that serves as the group responsible for managing information security posture by receiving prioritizing, recommending & tracking all security control enhancements & participate in gap analysis of IS 27001 for the AIX Security Roadmap. Assisted in their initial tie-in into Tenable’s Security Center

• Created knowledge base articles and train the Help Desk personnel to assist in Phishing email information gathering and responsiveness.

• Participated as an Incident Rapid Response Team member who is responsible/on-call for analysis and containment of compromised systems to eliminate the cause of an actual security event/incident.

• Self-educated by examining Symantec Internet Security Threat reports and joining into SANS published WebCasts and attending security conferences.

**Aerojet Rocketdyne – Rancho Cordova, CA 07/22/13 – 05/31/14**

**Computer Science Analyst – Middleware**

By working within the Web Admin/Systems Administration team, exemplify responsibility by supporting Aerojet Rocketdyne’s WebLogic applications across hardware platforms to ensure performance, availability and security. Specific improvements are necessary to assess the performance and configuration of existing WebLogic, SOA, OSB, EBS, OEM, TeamCenter, OLM, IPD and ADMS applications. Working on installation/migration of applications which will utilize Exalogic, Exalytics & Exadata platforms.

*Responsibilities included:*

• Bestow leadership and partnership in the delivery of the Rocketdyne acquisition by successfully completing all tasks associated with the acquisition of Rocketdyne and ensure a smooth transition by identifying requirements early and delivering effective solutions to meet Rocketdyne’s system requirements.

Key project deliverables included *SOA, Exalogic/Exadata/Exalytic, EBS, IPD/ER*: (Integrated Product Development/Environmental Remediation), *OEM QA/OEM Production, Rapid7 – CyberSecurity.*

**PG&E – Contract – San Francisco, CA 01/02/13 – 06/30/13**

**Web Security Administrator**

As part of the Web Security/Authentication Urgent Operations & Online and Middleware Applications Teams, participated in the planning, implementation, configuration, documentation and maintenance of the PG&E infrastructure and systems utilizing CA SiteMinder and SunOne/Apache webserver technologies to support PG&E WebLogic applications.

*Responsibilities included:*

• Configured SiteMinder Impersonation for the CCO (Customer Connection Online) Web Portal application to include Realms, Rules, Policies, Auth Scheme and Webserver components.

• Utilized the SunOne Webserver 6.1 Admin Server consoles to request, manage and install Entrust web server certificates, as required.

• Configured Webserver files for static content redirects and proxy paths for Weblogic dynamic content.

• Debugging efforts to diagnose and correct issues within WebLogic ASA domains.

• Participated in POC for evaluating Oracle Enterprise Manager (OEM) Cloud Control 12C rapid server provisioning, server monitoring and diagnostics (JVMD).

• Worked in conjunction with Enterprise Risk Management team in Compliance Reporting for company’s Linux/Unix/Solaris webserver stack including versioning and product release deliverables for auditing purposes.

• Project involvement in standardizing OEM monitoring in support of Oracle’s WebLogic application suite and installing Oracle 12c OEM agents as part of the project (100+ servers).

• In multiple environments including Production and Non-Production, provided support and maintenance of existing web systems and applications as directed through BMC’s Incident Management tracking system.

• Produced quality documentation for relevant environmental configuration changes and maintenance requests.

• Created team SharePoint site in sandbox for Online and Middleware Application Operations.

**TUFTS HEALTH PLAN, Watertown, MA (Boston) 4/22/11 – 6/22/12**

**IT Security Analyst**

Within the IT Security Team, participated in the planning, implementation, configuration, documentation and maintenance of the Identity and Access Management infrastructure, both inward and outward facing utilizing the latest Security technologies from CA: IdentityManager, eTrust Directory, SiteMinder, Web Access Management, SOA Security Manager and others, along with associated Security and Infrastructure technologies, including Softerra LDAP Administrator.

*Responsibilities included:*

• Architecting, Risk Assessment & Planning of new systems, rollouts & upgrades to existing systems

• Supported the implementation of security controls and recommend areas for risk assessment utilizing the theory of “*Principle of least privilege*” and related controls including tokens, biometrics, intrusion detection, digital certs, 2 factor authentication & bastion host servers

• Aided and advised in the development of internal standards and security policies including transactional data review for compliance and ongoing monitoring of business activities related to company ISO 17799/27001 & Sarbanes Oxley standards

• Produced top quality documentation for assigned projects, scheduled Releases and Disaster Recovery purposes

• Data obfuscation/Data Masking project engineering for Corporate initiative to preserve PHI sensitive client abiding by HIPAA guidelines

• Supported RFP (Request for Proposal) process by assessing internal security and business requirements and analyze product offerings of 3rd party clients

• Built systems at ever tier: Lab, Proof of Concept, Development, Quality Assurance and Production

• SiteMinder and SAML configurations as applicable to business initiatives

• Implemented Java patching upgrades as required on Identity Manager EIM servers (jdk1.5.0\_32) – DoD requirements.

**LIBERTY MUTUAL INSURANCE COMPANY, Portsmouth, NH 4/14/97 – 4/22/11**

**Senior Technical Analyst –Systems Administrator (5/03 – 4/11)**

***Environment Build & Configuration Layered Products/Middleware*** – Worked in new environment builds for key Personal Markets projects including Publishing, Centive, Customer First, Workflow, RTAQ, OP65, Corporate Billing & Direct Response Workbench by constructing MQ Series 5.3 & 6.0 clustered and non-clustered queues; WebSphere 5.0 & 6.1.0.13 installations including Datasources, Appservers, Webservers, MSSQL Server 2005 Management Studio database configurations, Introscope Monitoring and configuring SiteMinder v 5.5 & 6.5 (and LDAP) for a series of WAS 6.1 Upgrades; Plan to convert PM webservers from r6.5 to r12; Analyzed Dev/Test webservers to pull active SiteMinder configuration elements from the active webservers and all of the SiteMinder active console configurations; Completed CA SiteMinder r12 SP3 training in 2/11 in order to prepare for PM upgrade to r12 in 07/11; Attended eTrust SiteMinder Federation training; Constructed DB2 Connect aliases, Documaker product installs; SybaseOCOS installs; Unix ksh shell & Jython scripting, WebSphere Process Server 6.1 installs, deployments & configuration changes including executing Jython scripts; WebSphere Portal 6.1.0.2 installs, Tuxedo 10.1 installs including UBB generation and SAML 2.0 Single-Sign On for Campaign Management’s tie into Epsilon Affinium Leads & Affinium Collaborate including altering associated XML & HTML files. SYSY new MF LPAR Performance Environment, midrange component. PM DASD (Storage) Representative

**Database Administrator – DBA (6/98 – 5/03)**

***Sybase/UDB/MSSQL Server DBA - Midrange: 2 years:***

1. Supported the Customer Acquisition Untethered application which utilized Sybase Replication for field office sales representatives to handle their quotes/client business. The process involved a series of components including Sybase Replication Agent for DB2, DB2 Connect, Sybase Replication Server, Sybase SSQUEUE, Sybase SSREMOTE, LTM and Sybase ASA.
2. Supported the reference table application Common Codes/PRIME and the associated Replication components.
3. Performed SQLBacktrack upgrades on selected nodes slotted for 12.0 upgrade (AIX 4.3.3 compatible).
4. Performed Sybase 12.0 upgrades for Production and Test environments.
5. Assisted application areas in project planning and scheduling tasks for future Sybase to UDB conversion efforts.
6. Monitor/Research recurring deadlocks on larger Sybase tables.
7. Worked with scripts creating a new process for dropping user id’s across Sybase nodes.
8. Compiled an effort to consolidate Sybase raw files through Disk Mirroring selected applications.
9. Participated in the quarterly Disaster Recovery corporate process by re-establishing the critical Personal Markets application Claims Workflow.
10. MS SQLServer – SQL Server Enterprise Manager – Utilizing the SQLServer tools supported 2 Personal Markets projects which were re-written from MS Access.
11. UDB – training classes started.

**DB2 Mainframe DBA - 4 years:**

1. Provided DB2 application design recommendations along with performance and tuning expertise and problem-solving support to the Vision 2000 Personal Markets re-write project.
2. Lead DB2 DBA for the Personal Markets Untethered project, assisting with the new development of structures and recommendations pertaining to two-way replication of Sybase and DB2 object designs.
3. Created a process for Vision 2000 allowing DB2A & DB2T performance data to be analyzed for accounting purposes based on the application plan.
4. Performed binds for DB2 connectivity to midrange nodes, reviewed SQL Explain output for production releases, monitored CPU usage (Boole & Babbage) and assisted the application area with ad-hoc requests.
5. Lead DB2 DBA for the Mass Merchandising Vision 2000 project, assisting with the coordination and development of new/changed objects, testing and production implementation.
6. Implemented the Vision 2000 mainframe application Disaster Recovery process which was performed successfully and completed under our original time estimates.
7. Estimated resources and created new and/or upgraded databases for Claims, Customer Workbench, Direct Response Workbench, Policy Admin. & the Data Team. (Upgraded 40+ databases since 01/00).
8. On-call database support for applicable projects.
9. Provided DBA support for Y2K testing to the Operational Data Store application.
10. Assisted applications area with Design, Development, Testing and implementation of Operational Data Store projects.
11. Outlined procedures and performed processes for altering application Procs and utility cards for the year-end Endevor conversion effort.

**Project Leader (10/97 - 6/98)**

**Senior Software Engineer – Cobol/DB2 (4/97 - 10/97)**

**SUBMEPP Government contract - ESSEX CORPORATION, Portsmouth, NH 8/96 - 4/97**

**Project Leader/Management - Senior Database Systems Analyst**

**ASSOCIATED GROCERS OF NEW ENGLAND, Manchester, NH 6/95 - 8/96**

**Senior Programmer/Analyst – Cobol/IDMS**

**COMPUTER AID, INC., Allentown, PA 6/92 - 5/95**

**Programmer/Analyst - Consultant assigned to Mack Trucks, Inc. – Cobol/IDMS**

**MACK TRUCKS, INC., Allentown, PA 11/86 - 12/89**

**Programmer/Analyst – Cobol/IDMS**

**TECHNICAL QUALIFICATIONS**

AIX 4.3.2, 4.3.3, 5.1, 5.2, 5.3**,** Solaris 5.10**,** Linux 2.6, DataPower XI50 3.6.1.8 & 3.7.x.x, AS/400, RAMAC

DISKSYSTEM, IBM 9121-190, DELL PENTIUM 100Mhz (32-bit system), IBM 3090, 3380 & 3390 MVS

environments, MAC II CX, MAC II SI, COMPAQ DESKPRO, COMPAQ ARMADA 4130T & 486DX2-66

IBMCompatible PC, HDS 30710 & 43148, EMC CX600, Windows 2003

WebSphere 5.3, 6.0 & 6.1.0.13, WebSphere Process Server 6.1, WebSphere Portal 6.1.0.2, Jython, IntroScope and

LogReader, MS SQL Server 2005, DB2 UDB, DB2Connect v7, v8 & v9 prep, MQ 5.3, 6.0 & 7.0, SYBASE,

SiteMinder – Netegrity Policy Server 5.5, 6.5 & 12.0, SAML2.0 SSO, Softerra LDAP Administrator v3, CA Identity

Manager R.12, CA Provisioning Manager 12.0, MS Active Directory 5.2, Vordel Soapbox, Toad for Oracle 9.0.1,

Lotus Notes 8, Citrix, EMC RSA Security/DB Adapter, Documaker RP & IDS, Sybase Open Client, IBM Migration

Toolkit, AS/400 CL, E3TRIM, UNIX-KSH & Jython scripting, Continuus/Synergy, DCE/Encina, Tuxedo,

DataPower XI50 Encryption Security software, GnuPG 1.4.9, Apache, XML, HTML, Mantis, BladeLogic,

CyberArk, httpwatch, kornshell, OEM v12, Oracle WebLogic (various versions), SunOne, Oracle Exalogic (X3-

2),SOA, EBS.

DB2, OS/COBOL, COBOL II, DOS, ROSCOE, TSO, DOS JCL, OS JCL, SAS, Culprit, IDMS 10.2 & 12.0,

ADS/O 10.2 & 12.0, WYLBUR, TOTAL/E1, VSAM & TELON

DB2 UDB PC version, RMCobol, First Publisher, Harvard Graphics, ABC Flowchart, LOTUS 1-2-3, DOS,

WINDOWS 3.11 ‘95/97, 2000 & 2003, MS Word, MS Excel, MS Powerpoint, MS Project, Netscape Navigator, MS

Internet Explorer, LOTUS Approach 3.0, POWERBUILDER 3.0, VISUAL BASIC 3.0/4.0, Visio Pro.

**EDUCATION**

1. **Associates Degree** – IT – Computer Data Processing – Lehigh Carbon Community College, Schnecksville, PA Graduation – May 1986
2. **Associates Degree** – Business Management – Lehigh Carbon Community College, Schnecksville, PA Graduation – May 1985
3. **High School Diploma** – Parkland School District – Orefield, PA - Graduation June 1982

**ADDITIONAL INFORMATION**

*Professional Activities:*

1. Recipient of Liberty Mutual Rise Award for my role as DBA on the Mass Marketing Client project - May 2000
2. ITIL Management Certification Course: IT Service Management
3. Recipient of Liberty Mutual Bravo Awards – April 2003, June 2006, January 2008
4. Attended Database & Client/Server Conferences, Hynes Convention Center
5. Attained appropriate training ranging from Software Project Management to DB2 technical courses.
6. Attended SecureWorld Conference - 2016
7. Lean Six Sigma – Yellow Belt – June 2008
8. Government Security Clearance – 8/96 – SUBMEPP- Submarine Maintenance Engineering and Planning and Procurement.
9. Private Pilot’s license – Single-Engine Land, Single-Engine Sea, Tailwheel & Complex rated. Started Instrument Rating.
10. Received bonuses from Hanover Insurance during calendar year 2015, 2016 and nominated for 2016 Innovation Award.
11. Studying currently for **Security +** certification.

*Community Activities:*

1. Coaching - Stratham Youth sports travel teams - Soccer, Basketball, Softball, Baseball
2. Stratham Recreation League Commissioner - Stratham Youth Softball
3. Stratham Recreation Commission – Board Member
4. Volunteer - Exeter Parks & Recreation Dept. - "Learn-to-Skate"
5. Volunteer – Collings Foundation, Stow, MA – 4/2004 –> Present
6. Board of Directors - Jimmy Doolittle Center, Fairfield, CA – 10/2013 –> 2015
7. STEM volunteer in coordination with the MIT Museum, Cambridge Science Festival, “Science on the Street” program and “Science on Saturdays” at the MIT Kresge Auditorium
8. Girl’s Inc. of Worcester – Leadership panel participant & session advocate

**Personal & Profession References available upon request**