

IT Risk & Security Analyst IT Risk & Security Analyst IT Risk & Security Analyst - GE Appliances  
Louisville, KY Work Experience IT Risk & Security Analyst GE Appliances - Louisville, KY April 2017  
to Present Manage Digital Guardian security software. Ensure its compatibility and functionality  
with our machines Manage over 10,000+ security agents in the environment and provide  
compliance report to IT management Troubleshoot issues and work closely with Digital Guardian  
support team to ensure issues are fixed promptly while improving end user experience Drive Data  
Loss Prevention operational excellence Proactively review Daily activity/Exit reports to ensure  
internal data is protected Create and maintain system documentation as directed or necessary,  
along with required reporting Advise and coordinate across multiple team groups, providing  
reasonable approaches to mitigate risk GE Appliances - Louisville, KY November 2016 to April 2017  
Product Data Management - Remote Diagnostic Developed a pre-mortem process to handle  
appliance failure and establish immediate course of action to improve ownership experience  
Performed real-time analysis of data from Tableau/Kibana to determine outliers to promote better  
product design with engineering team Developed algorithm to make sure the right parts are sent to  
the right place to improve first time completion service probability Helped build, iterate, document,  
deploy, and support automated solutions to address outliers Provided input to develop training  
material that can be used by both internal and external customers Education B.S. in Computer  
Information System University of Louisville - Louisville, KY 2015 to 2016 B.S. in Business  
Administration Management University of Kentucky - Lexington, KY 2006 to 2011 Skills security,  
access, testing, HTML, Active Directory, Microsoft Office, SQL Additional Information CORE  
COMPETENCIES Applications: ? Visual Studio, Microsoft Office Specialist (Word, Excel,  
PowerPoint), Access, Visio, Wireframe, Prototype, WordPress, Tableau, Kibana Processes: ?  
System Development Life Cycle, Agile Methodology, Use case analysis, Requirement analysis  
Programming Languages: ? C#, UML, SQL, SAS, HTML, CSS, JavaScript Language Fluency: ?  
English, Chinese (Mandarin), Cantonese

Name: Keith Hutchinson

Email: [claytracy@example.org](mailto:claytracy@example.org)

Phone: (796)496-9426x0802