

Information Security Analyst V Information Security Analyst V Information Security Analyst V - Horizon BCBSNJ Work Experience Information Security Analyst V Horizon BCBSNJ - Newark, NJ October 2008 to Present Comply with internal and external audit requests Review and approve access requests Monitor the effectiveness of the Enterprise wide information security program Analyze and recommend action on security related incidents; notify appropriate owners and IT Security Governance Participate in investigating possible security violations Provide Role Based Access Control (RBAC) to individual users and perform recertification based on segregation of duties and roles Track and maintain operational security access metrics IT Risk Administrator JPMorgan Chase July 2005 to November 2007 Monitor, evaluate, and maintain systems; procedures to protect data from intruders Ensure department is meeting audit requirements by following pre-defined processes and procedures geared toward compliance Research, identify and resolve security problems by using appropriate diagnostic and reporting tools to ensure issues are resolved in an effective and timely manner Proactively keep current on Business-related security issues as per departmental policies and procedures Create, Modify, Troubleshoot and support Account issues on Novell Trees, NT Domains and Active Directories Subject Expert Matter (SME)/Supervisor IBM, 1985 Marcus Avenue - Lake Success, NY April 2003 to July 2005 Acted as a liaison between 4 centralized Help Desk hubs Trained new analysts on all platforms/applications Provided monthly metrics report to senior management Responsible for staff scheduling, training, counseling and monitoring staff adherence to time recording requirements Technical Customer Representative JPMorgan Chase - Lake Success, NY October 2001 to April 2003 Provided Technical customer support to internal/external clients, including first and second level network troubleshooting Determined whether problems were due to connectivity or they were higher level problems Dispatched technician(s) to site(s) if necessary Documented high severity problems and escalated accordingly Acted as a liaison between Desktop Support, Incident Management Team and Help Desk Senior Help Desk Analyst JPMorgan Chase - Brooklyn, NY June 1995 to October 2001 Act as a single point of contact for resolution of issues Troubleshoot, analyze, resolve, track, escalate, and accurately document various technical problems Document

customer requests in a call tracking system Provided weekly incident/monthly metrics reports
Worked on special projects as required (Y2K, Help Desk migrations, Rollouts, etc.) Education
Leadership Chubb Institute February 2004 A.S in Computer Science LaGuardia Community College
- Long Island City, NY 1991 Skills Hipaa, Information security, Nist, Security, Identity management,
Audit, Customer service, Excellent verbal and written communication skills, Self-starter Additional
Information Skills/Knowledge Productive self-starter with strong work ethics: consistently achieves
goals Two years + as an Information Security Administrator Seven years + of Customer Service
experience Demonstrated proficiency in applying Identity Management (IDM) concepts Ability to
learn and apply technical information in a fast-paced, demanding work environment Excellent
understanding of internal and external audit process Excellent verbal and written communication
skills Excellent interpersonal skills and the ability to work effectively with others as a team Ability
to handle multiple tasks and prioritize effectively Demonstrated proficiency in applying HIPAA
security rules and National Institute of Standards and Technology (NIST) standards

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