

ATM Monitoring Analyst/ Customer Service Representative ATM Monitoring Analyst/ Customer Service Representative ATM Monitoring Analyst/ Customer Service Representative - Cardtronics Houston, TX Work Experience ATM Monitoring Analyst/ Customer Service Representative Cardtronics - Houston, TX 2016 to Present Remotely diagnose/fix ATM machines Concurrently utilize several in-house databases on a daily basis with vendor communication via vendor portals Notate faults/updates from dispatched technicians, cash replenishment guards and merchant customers Monitor ATM and technician activity to determine ATM status; dispatch technicians to ATMs needing repair Order software and encryption keys for field technicians IT Security Officer LTD Financial Services - Houston, TX 2013 to 2016 Instrumental player in the purchase decision of SIEM program, as well as its configuration and use: ? Added log forwarding to all servers (including the iSeries) ? Analyzed UDP, TCP, SNMP, FTP and VPN traffic ? Created reports on VPN traffic, Spyware traffic ? Overlooked file integrity monitoring system. Assisted CSO by co-completing physical and data security audit questionnaires Liaised with auditors from several major banks. Created, revised and maintained policies and procedures for data and physical security. ? Provided evidence that policy and procedure were implemented for customer audits Audited company's offsite location and several key vendor locations. Created and managed logs on physical security checks: monthly logs on secure doors, visitor logs, 3-month camera retention, and USB lockdown. Transmitted the company's end of day work account information to banks through SFTP. Used Active Directory and IBM iSeries database server; update user names/ passwords and reset passwords on users that were locked out of their account. Added MAC addresses to DHCP server's white list before placing new PCs to the floor. Used SSH to log into servers for evidence of configuration settings. Ghost imaged operating systems and configured them for use. Pulled and located cat5 cables and phone lines. Education BBA in Project Management The University of Texas at San Antonio - San Antonio, TX September 2012

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