

Security Analyst - IT Client Support Security Analyst - IT Client Support Security Analyst - IT Client Support Levittown, PA Authorized to work in the US for any employer Work Experience Security Analyst - IT Client Support Info - Philadelphia, PA June 2014 to April 2016 Satisfy client RFPs by fulfilling complex security questionnaires / surveys and remediating security findings Analyze vulnerability assessments and ascribe risk ratings while tracking remediation efforts and securely distributing these confidential assessments, global network penetration tests, SSAE 16, SOC 1 & 2, and ISO 27001 reports to clients Investigate and satisfy cyber security incident inquiries and manage non-standard client IT security project requests Initiate various projects to gather subject matter expert data and derive useful information to improve existing data bank Security Analyst - Security Management Info - Philadelphia, PA March 2013 to September 2013 Streamlined efficiency by managing and modifying third party vendor security assessment process Decreased Data Loss Prevention (DLP) false positives over 60% by analyzing and locating system failures Maintained and audited physical security systems to ensure global security Provided incident response actions to resolve sensitive information security incidents Technical Support Specialist Wharton School of Business - Philadelphia, PA March 2012 to September 2012 Operated Wharton Student Support office in University of Pennsylvania by providing Tier I and II support to all students Directed 15+ employees' day to day work load by managing projects and assigning daily tasks Developed innovative information system to collect data and track clients with automatic managerial reporting MIS Intern Philadelphia Housing Authority - Philadelphia, PA March 2011 to September 2011 Ensured maximum uptime by resolving physical security hardware malfunctions for PHA satellite locations Coordinated system upgrades by quickly identifying and repairing damaged security software systems Decreased customer wait time and volume by designing and pioneering interactive customer relations lobby information system interface Information Systems Specialist Penn Engineering - Doylestown, PA January 2008 to June 2008 Managed IBM hardware contract by continuously cycling expired machines with new configurations Resolved help desk inquiries for Tier I and II support and implemented departmental software for varying project teams Education Bachelor of Science in Business Administration Drexel University - Philadelphia, PA June 2014

Name: Kelsey Taylor

Email: cindysmith@example.com

Phone: 237-960-2969