

SECURITY SYSTEMS ADMINISTRATOR SECURITY SYSTEMS ADMINISTRATOR ITIL/ITSM
Consultant Houston, TX Provide ITSM and technical services expertise to facilitate the
implementation of robust enterprise service management programs. Core Competencies and Skill
Sets SERVICE MANAGEMENT Master's level ITIL Service Manager Certification Senior IT
Manager at Fortune 500 Retail Company Change Manager/Project Manager Business systems
analysis Service catalog development and implementation Service level agreements and
compliance GOVERNANCE, RISK AND COMPLIANCE FISMA and NIST Standards Compliance
Risk Assessments Vulnerability Analysis IT Security policy, process, procedure and work
instruction development and implementation Security plan development Audit support Security
tool proofs of concept projects COMMUNICATION Event/Incident management Cyber Incident
Response Team communication Project management cross functional meeting facilitation,
presentations, agendas Change management communication Authorized to work in the US for
any employer Work Experience SECURITY SYSTEMS ADMINISTRATOR MEDIANTE HEALTH
RESOURCES - Baton Rouge, LA October 2017 to May 2018 REMOTE RSAM Systems
Administration, Development and Implementations System Administration -managing the technical
environment that supports the RSAM application (server validation, test and production patching,
databases, IIS, SSRS, IE, routine maintenance, etc.) Working with RSAM Support and End Users
to correct bugs and other issues Translating Business Requirements into a Technical Design
Use Case Development and Configuration Implementations & Change Management (UAT,
Regression Testing, Change Tickets, and Push-to-Prod) End User Training, Support and
documentation General support for Governance, Risk, and Compliance (GRC) Team efforts
Assisting in developing, testing, and delivering solutions, support, reporting, information, and
relationship management to satisfy client requests Act as a liaison between clients and others
inside or outside of organization to facilitate solutions, information sharing, and effective
communication CONFIGURATION MANAGEMENT ANALYST AIR LIQUIDE - Katy, TX October
2015 to April 2016 Configuration Management Process owner Deliver a ServiceNow roll out
according to ITIL Best Practices in a six month time frame Collected all asset configurable data

and populated data tables for the SQL CMDB (ETL) from various disparate data sources (e.g., Excel, XML, text, etc.), and perform wall to wall IT asset inventory Produce ITSM process documentation with policies and procedures and evolve to advanced iterations Worked with existing change and configuration management process owners to establish baselines for new CMDB, designed CMDB relationships for new system and loaded data into the new CMDB

Created hierarchical views of asset data with services, locations, systems, hardware, and software

Establish "as-is" state documentation and Create "to-be" state documentation; Perform gap analysis

 Create project plan, task lists, responsibility matrices, schedules and report on project status

Work with systems administrators and programmers/developers to ensure proper application performance and properly transfer business processes to the user interfaces Map ITSM processes into ServiceNow and produce routing tables for proper ticketing and escalations Write test scripts for, and participate in testing and training for users, system and process owners Configure dashboards for management reporting and KPI's of interest

DATA SECURITY ANALYST ENERGY TRANSFER - Houston, TX April 2015 to October 2015 Wrote all IT Security policies, processes and procedures for end users and technical services Governance, risk and compliance audit support Vulnerability management scanning system proof of concept Vulnerability scanning and remediation scheduling SIEM solution design Intrusion detection systems analysis Designed systems security plans according to NIST requirements

NETWORK ANALYST/ADMINISTRATOR HP - Houston, TX June 2014 to December 2014 REMOTE Provided HP tools implementations and systems administration for global customers Provided all process and technical documentation for implementations

IT SECURITY ANALYST NASA JOHNSON SPACE CENTER - Houston, TX March 2010 to April 2014 Provided IT asset and configuration management process management Proofs of concept for various configuration management tools Proofs of concept for governance, risk and compliance tools Mapped tool functionality to NIST requirements; Assessed NIST compliance for security audits Documented security plans for Engineering Directorate Documented policies, processes and procedures following ITIL, COBIT frameworks

Provided project management for various shared services endeavors Provided meeting facilitation

and workshops; management KPI/metrics reports Cloud Computing Group team member
Enterprise Architecture team member SENIOR TECHNICAL ANALYST LYONDELL - The
Woodlands, TX August 2008 to January 2009 Event management and analysis Monitoring
systems implementations Integrations with existing tools ITIL CONSULTANT/SENIOR
SOLUTIONS ARCHITECT GETRONICS - Houston, TX September 2006 to August 2008 Event
management and analysis Monitoring systems implementations and integrations with existing
tools Management reporting and dashboard with various tools such as SQL Management Studio,
Crystal Reports, or reporting tools that are native to a specific application ITIL consulting services
IT CHANGE MANAGER UNIVERSAL WEATHER AND AVIATION - Houston, TX April 2005 to
August 2006 Change management process owner Release and Configuration Management
Consultant CAB meeting leader Developed and implemented ITIL processes Education High
school or equivalent Skills System Administrator

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