

Infrastructure Security Analyst, Assoc. Infrastructure Security Analyst, Assoc. Tarpon Springs, FL  
Authorized to work in the US for any employer Work Experience Infrastructure Security Analyst,  
Assoc. WellCare Health Plans, Inc - Tampa, FL April 2016 to Present Register and manage user  
accounts for our encryption storage drives for end users handling PHI and PII. Coordinate with  
additional infrastructure teams to accomplish department goals. Utilize department tools to  
analyze alerts and mitigate risks to the infrastructure of the company. Maintains a high level of  
documentation. IT Operations Production Control Specialist WellCare Health Plans, Inc - Tampa, FL  
November 2013 to April 2016 Create, update and maintain documentation on Production Control  
processes Manages the scheduling, input/output controls, job setup, job execution, system  
monitoring, and problem resolution of production jobs. Resolve or coordinate resolution of all  
errors prior to changes being made to the production environments. Ensures continuity of  
production processes to minimize significant impact against production systems while meeting  
compliance requirements and service level agreements Generate reports to supply information  
from vendor and internal business requests Education Associate in Science in Network  
Administrator/Cisco and Telecommunications Hillsborough Community College - Tampa, FL May  
2014 Skills application software (3 years), customer service. (10+ years), Excel (5 years), Microsoft  
Office (10+ years), ? Google business Apps (1 year), MoveIT Central Admin (3 years), Service  
Management Software/Systems (10+ years) Additional Information Experience in Microsoft Office,  
with a focus on Excel, Word, Outlook Utilize application software to solve business problems.  
High level of customer service. Demonstrates ability to explain complex information in  
understandable language to clarify customers' understanding.

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