

Information Security Analyst - Vulnerability Program Manager Information Security Analyst - Vulnerability Program Manager Information Security Analyst - Vulnerability Program Manager - JFA Security San Jose, CA 12 years of Information Technology experience including Systems Administration and Hardening, Incident Response, Project Management, Security Analysis; environments include FDA, HIPAA, PCI and SOX regulations. Solid experience working multiple cross-department projects with a high rate of customer satisfaction Reliable team leader exercising tact and good judgment while providing A+ service with measurable results. Experience with Unified Communications (VoIP), Core Networks, (WAN/LAN), security related projects, Active Directory Management, Wireless Access Point Management, security related products Networking vendor's products; Cisco Systems, Juniper Networks, Foundry Networks and others. Provided technical leadership for several small, medium and enterprise companies. Work Experience Information Security Analyst - Vulnerability Program Manager JFA Security - San Jose, CA February 2018 to Present Responsibilities: Acting as the Vulnerability Program Manager, I am responsible for the design and implementation of a vulnerability management process with the purpose to detect and remediate vulnerabilities in a timely fashion to reduce the clients attack surface, reducing overall risk. Conduct Open-Source investigations; pre-employment background checks. Designate roles and responsibilities of team to ensure efficiency and deadlines are met. Creation or updating security policies to meet requirements based off SANS, NIST, or CIS standards and meet compliance. Configuration of assessment tools, SQL databases, and scheduling. Responsible for user awareness courses; quarterly classroom type sessions teaching about best practices. Apply corrective actions needed to mitigate security vulnerabilities from assessment results Built and maintain company website. Responsible for interviewing, hiring and training of new team members. Act as escalation point for any technical / non-technical issues. Information Security Engineer LAM Research - Livermore, CA August 2017 to January 2018 Responsibilities: Responsible for an enterprise-wide anti-virus replacement project implementation for roughly 1000 servers and 15,000 workstations. Confirm program objectives and specifications by testing new programs; comparing programs with established standards Improve existing programs by

reviewing objectives and specifications; evaluating proposed changes; recommending changes

Evaluate vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs. Evaluates enhancements by studying work load and capacity of computer system. Maximizes use of hardware and software by training users; interpreting instructions; answering questions. Daily monitoring of anti-virus server; create global exclusions list in an implicit "deny all" environment; monitor logs for false-positive detection.

Information Security Analyst, Windows & Linux Server Administrator ASM Research - Fairfax, VA May 2016 to August 2017 in support of the U.S. Department Of Veterans Affairs, Palo Alto Health Care System

Responsibilities: Implement patches and corrective actions needed to mitigate security risks and vulnerabilities from Nessus scan results. IT security audits; tasked with investigating possible system / unauthorized access events. Implement IT policies, procedures and system controls to mitigate security risks; Active directory security groups, group policy objects; access controls for data center; configured Kippo honey pot. Identify any IT related deficiencies based on scan results or other IT assessment tests or techniques as part of a gap analysis Work with Windows Server team on server commissions, decommissions and configurations. Helped streamline commissioning process, decommission process and data retention. Racking and un-racking of servers Sole Linux administrator on team - Worked in collaboration with other teams to do RedHat Linux Server configurations; created bash scripts as needed for custom tasks. Monitoring of systems when performance issues reported by system owners using htop Reviewing of system log files for any discrepancies Setting IP information to make sure no conflicts will occur Reporting root-causes and fixes to system owners as well as documenting incidents on-boarding presentation of best security practices for new team members; increase awareness through both awareness training and workshops Review existing policies; recommend changes based off NiST and HIPPA standards.

Systems Administrator Sanford Solutions - Milpitas, CA April 2015 to May 2016 Responsibilities: Lead Systems Administrator for a small IT consulting company offering Desktop, Service Desk and cloud solutions in Windows-based environments. Set up and manage companies' domain controller, DNS server, Active Directory structure, user management and permissions. Manage

domain GPOs. Created and maintain companies Windows 7 image. Responsible for all technical issues that arise within environment. Provided communication to staff regarding root cause and fixes / workarounds for both technical and non-technical issues. Trained staff how to answer inquiries in an efficient, professional manner. Created and maintain company website using WordPress. Responsible for all sales and marketing. Escalation point for staff in regards to technical and non-technical issues. Thoroughly tested fixes to make sure problem(s) had been fixed Analyzed trends to prevent future issues. Researching new products / technologies before deployment

IT Consultant to Pulse Secure Taos Mountain December 2014 to February 2015

Systems Engineer Responsibilities: Working under the Director of IT, I built and deployed a windows 7 image for 100 users local and remote using Clonezilla running on Dell hardware. Created detailed documentation on steps performed to deploy image as well as any irregularities found. Testing of all configurations and application software prior to deployment. Set up a samba share for the company to use for deployments and image storage. Other duties as assigned

Systems Administrator Volition Hosting - Milpitas, CA March 2013 to February 2015 Responsibilities:

Responsible for builds and customizations of servers in a Linux environment running Ubuntu Server. Monitoring of technical issues via email. Responsible for account creations. Created Standard Operations Procedures (SOP) for server builds. Provided communication to staff regarding root cause and fixes / workarounds for both technical and non-technical issues. Trained staff how to answer inquiries in an efficient, professional manner. Created and maintained knowledgebase. Was escalation point for staff in regards to any issues that arise within the environment. Thoroughly tested fixes to make sure problem(s) had been fixed Analyzed trends to prevent future issues Responsible for setting up monthly events for customers Developed and maintained FAQ for customers regarding common problems Monitoring of system logs for irregularities Researching new products / technologies before deployment

IT Consultant AgreeYa Solutions March 2014 to November 2014 to San Mateo Medical Center Systems Engineer

Responsibilities: Provide Teir II support for a demanding hospital environment for 2000 employees including physicians and executives running a mixture of Dell and IBM hardware where my main

focus was customer impact and satisfaction. Provide support for all remote medical clinics throughout the county. Deployed and maintained system-wide settings through GPOs. User and access management via Active Directory security groups. Encrypt all laptops in the field using McAfee Encryption. Monitor trouble tickets via ServiceNow ticketing system. Virus / malware / spyware removals in which many had to be done manually without tools. Hardware break-fix and system deployments. Remote configuration and management of virtual machines. Documentation creation of anything new to the environment with great detail. IDF patching. Conference room management and troubleshooting. Managed and maintained all print servers. Helped update and maintain company image via Novell Imaging software. VPN troubleshooting. Lead Helpdesk Administrator NeuroPace - Mountain View, CA February 2011 to November 2012 Responsibilities:

Was responsible for managing all end-user issues in a Windows 7 environment for 100 users both local and remote running on Dell hardware. Monitored trouble tickets via email and phone / voicemail and resolved all issues in a friendly, efficient manner. Communicated root cause of issues to users and IT staff. Revised many of their existing SOPs including hardware / software installs, new hire and termination process as well as security policies. Moved all users from Windows XP to Windows 7; built, maintained and deployed the company's Windows 7 image via KACE. Handled all virus / malware / spyware removals - many of which had to be done manually without tools. Thoroughly documented and communicated any fixes that were new to the environment. Handled weekly offsite backup tape rotation. Managed exchange mailboxes based on department and title. Also monitored logs for any irregularities. Maintained and supported Shortel VoIP phones and mailboxes. Maintained and supported mobile / handheld devices (Blackberry, Windows). Performed asset inventory of both desktop and laptops on a weekly basis.

Handled imaging of new and retired systems using KACE and Acronis. Supported exchange, calendaring and video conferencing issues. Configuration of wireless routers (Linksys 802.11 G) for access throughout the environment. Supported and maintained a mixture of Canon, HP, and Sharp printers as well as maintaining print servers. Took part in a company move and directed IT moving staff. Other duties included resolving VPN connectivity issues (Cisco VPN Client), setting

firewall rules / exceptions (Cisco 5000 series) and setting permissions on the local and server level.

Technical Consultant Taos Mountain - San Jose, CA October 2007 to November 2012 Major

Assignments listed below Highlights: Provided technical leadership for small, medium and

enterprise level companies. Created many company SOPs' for our clients. Sole employee in the

company to receive multiple raises during salary freezes Three promotions in five years Help Desk

Administrator Ciena Networks - San Jose, CA November 2010 to January 2011 Responsibilities:

Supported trouble tickets for a desktop refresh of 500 users in a Windows XP environment on Dell

Hardware. Handled any issues that occurred after new desktop or laptop was received in a prompt

and courteous manner. Monitored ticketing system and resolved issues within set SLA Worked

very closely with Ciena's IT staff to communicate root cause and fixes. Escalated issues when

needed to appropriate team. Help Desk Administrator Brocade Communications - San Jose, CA

May 2010 to October 2010 Responsibilities: Was lead technician for a company move; handled all

issues as a result of moving locations via ticketing system. Handled any issue(s) users

encountered with Everdream backup software. Worked very closely with desk-side team to resolve

trouble tickets. Was point of contact for remote support issues. Revised exiting documentation to

ensure process efficiency. Various projects as assigned. Help Desk Administrator XenoPort -

Santa Clara, CA January 2009 to May 2010 Responsibilities: Responsible for daily monitoring of

performance and weekly metric reporting to ensure SLA times were met in a very demanding

pharmaceutical company. Contributed in creating Standard Operating Procedures for software

installs, new hire and termination process. Project planning with other departments within IT on

new deployments and upgrades where the main focus was customer impact. Provided outstanding

communication regarding root cause analysis and solutions to customers, as well as company

notice of service outages. Performed routine asset inventory of servers, desktops and laptops.

Trained help desk department on answering and resolving incoming client requests as well as

setting a high standard for customer service for the rest of the team to follow. Responsible for

supporting email, calendaring, video and telecommunications as well as mobile / handheld devices

(Palm, Blackberry and Windows devices). Improved existing documentation. Helped develop

and maintain intranet content for end users. Education Associate in Applied Science degree in
Network Security Heald College 2008

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