

Information Security Analyst/Engineer Information Security Analyst/Engineer Information Security Analyst/Engineer - State Farm Richardson, TX Authorized to work in the US for any employer Work Experience Information Security Analyst/Engineer State Farm - Richardson, TX February 2017 to Present Synthesize solution design, architectural patterns, policy and regulatory frameworks, privacy considerations, and risks in the creation of holistic solutions that span technologies and capabilities. Develop end-to-end security solution leveraging existing or new capabilities, patterns, and/or processes. Work across platforms and technologies to develop security designs that address identified risks and enable strategic and/or tactical business or IT solutions Provide guidance in the development of end-to-end security solutions that leverage the infrastructure, products and/or capabilities within the area of focus. Monitor and resolve problems within security infrastructure/systems to ensure stability and availability to the Enterprise. Design and implement security infrastructure/systems that meet architectural requirements and enable specific capabilities, solutions, or preventative/remediation controls to protect sensitive data and systems in accordance with industry standards and compliance requirements Information Security Analyst Intern Heartland Payment Systems - Plano, TX September 2016 to January 2017 Prepared summaries on regulatory issues, as assigned Communicated regulatory changes to Credit Compliance Monitored incoming and outgoing client correspondence Reviewed, responded, and assisted in resolution of customer complaints Supported the risk evaluation and monitoring of Third-Party Technology Providers by reviewing the appropriate governance Participated as a support function in the Security Incident Response Team (SIRT) and BC/DR Incidents executing investigations, causes and evaluating risks as needed Monitored IT Risk availability risk as it relates to back-ups and restore controls and failures as required Supported the team in planning, resource management, direction, assessments, and documentation Review system security documentation in order to identify potential security weaknesses, recommend improvements to amend vulnerabilities, implement changes, and document security relevant changes Supported the Security Awareness Program to ensure stakeholders understand risk and promote a secure risk-aware culture Perform other related duties as assigned IT Analyst Intern Heartland Payment

Systems - Plano, TX August 2016 to September 2016 Diagnose, triage, collaborate and escalate tier 2 and tier 3 incidents and requests to appropriate assignee and/or team. Respond to incidents, requests for service, and questions within required response times. Provide on-site and remote technical support for using tools for standard configurations of workstations, laptops, operating systems, software, hardware, printers, and peripherals. Provide first and second level technical support, which includes centralized incident and service request resolution for customers; successful incident management, including documenting journals, calls descriptions and solutions; as well as using analytical skills to deduce root cause and determine resolution quickly for the client. Responsible for configuring, provisioning and supporting various mobile devices and mobile device platforms. Assist in system upgrades and maintenance, including, but not limited to, add and/or remove memory, hard drives, video cards and power supplies. Deploy software and system images for multiple OS and hardware standards. Research issues as assigned to determine the background, current state, identify root cause or known error and identify escalation team as requested. Drive continual improvement using metrics and data to coach or train the Service Desk team members. Follow Heartland company policies, procedures and standards, as aligned. Performs other responsibilities associated with this position as may be appropriate and assigned. Follow personnel and department policies and procedures as outlined in the Employee Handbook and coordinate issues as needed through the Human Resources department Software Quality Assurance and Testing Engineer Intern Heartland Payment Systems - Plano, TX February 2016 to August 2016 Daily testing in their various QA servers and databases. Using Kanban methodology, Documenting and updating Heartland Pricing confluence pages. Understand and document business requirements, functional requirements, and design specifications for new applications along with enhancing existing applications. Regression testing, testing newly enhanced UI Customer Service system based on written test cases, working with the pricing team while under the mentoring of a Senior QA Engineer. Joining daily standup with the team as part of the SCRUM development methodology. Updating heartland pricing webpage. Writing queries in SQL to validate results and verify database elements. Using MTM to write and execute test cases.

Instructor of Computer Science outreach program University of Texas at Dallas - Dallas, TX March 2015 to December 2015 Dallas/Fort worth Area Introduce the magical world of Computer Programming in enjoyable manner to every school student in greater Dallas area & beyond. Summer Camps, Workshops during School Breaks/Holidays, Weekend Clubs, Online Clubs, Programming Contests, custom camps/workshops off-site for schools/groups, FREE workshops to the community on MLK day of service, hands-on workshops for UTD students and professional development workshops for adults. Advising Assistant Lone Star College - Houston, TX August 2012 to April 2013 Providing excellent customer service to students, faculty, staff, and community members Sharing knowledge of functions of the Academic Advising Center including programs Performing clerical tasks including answering multi-line phone, scheduling appointments, distributing mail, copying, and typing Assisting Advising staff with projects, trainings, and events Provide appropriate referrals to other campus departments and programs Education B.S in Software Engineering in Engineering The University of Texas at Dallas - Richardson, TX December 2016 Associate of Science in English Lone Star College - Houston, TX May 2015 Skills CCNA (Less than 1 year), CISSP (Less than 1 year), database (Less than 1 year), Excel (Less than 1 year), Security (Less than 1 year), access, testing, SQL Links <https://www.linkedin.com/nhome> Additional

Information	TECHNICAL	SKILLS
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MS Access, MS Excel, MS Outlook, MS PowerPoint, MS Word, MS Project, MS Vision, MS Works		
Database: SQL Server Management Studio, Unix Programming Language: C++, Java, HTML		
SDLC Methodologies: Waterfall, Iterative, Agile Operating Systems: MAC OS X, MS Windows		
General Tools: MS Access, MS Excel, MS Outlook, MS PowerPoint, MS Word, MS Works Modeling		
Tools: Online Training (On Progress) MS Visio, MS Project CISSP, Ethical Hacking, Security		
Network Devices for CCNA		

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