

Security Ops Center IT Security Analyst Security Ops Center IT Security Analyst Security Ops Center IT Security Analyst Wylie, TX Authorized to work in the US for any employer Work Experience Security Ops Center IT Security Analyst Online Business Systems - Irving, TX February 2018 to January 2019 MSSP SOC environment where I did behavioral risk assessments that involved analyzing alerts and escalating risky behavior. Analyzed traffic and maintaining alerts on a daily basis as well as analyzing suspicious emails for possible phishing attempts. Attended weekly/monthly status meetings with clients. Security Ops Center Network Security Analyst - 3rd Shift Lead Masergy Communications - Plano, TX April 2016 to February 2018 MSSP SOC 24/7 support monitoring for changes in cyber/human activity, security application alerts, vulnerabilities, cyber threats, and then identify and communicate course of action for remediation. Using information derived from alerts on the monitoring console as well as other tools, researched threats with potential impact to clients, generate tickets, and if requested by the client, provide assistance to remediate the issue. Maintain and deliver service according to customer SLAs. SOC IT Security Analyst NetBoundary - Dallas, TX August 2015 to April 2016 Performed information security analysis work. Work involved monitoring security equipment for internal and client-side infrastructure documenting security incidents according to defined policies. IT Service Desk Analyst Sonic Healthcare USA - Richardson, TX February 2014 to October 2015 IT Service Desk Analyst Sonic Healthcare USA - Addison, TX March 2012 to November 2013 Provided first level technical support for Sonic Healthcare employees support laboratory devices and instruments as well as application support and access control. Quest Diagnostics, Addison, TX 3/2012 to 11/2013 IT Service Desk Analyst Provided first and second level technical support for employees at Quest Diagnostic. Supported laboratory devices and instruments as well as proprietary application support and access. Education AAS in Information System Cybersecurity Collin College - Frisco, TX December 2016 AAS in Computer Business Administration Heald College - Sacramento, CA July 2000 Links <http://www.linkedin.com/in/riveramarco>

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