

IT Security Operations Coordinator IT Security Operations Coordinator IT Security Operations Coordinator - Johnson Controls International/Tyco Boca Raton, FL Authorized to work in the US for any employer Work Experience IT Security Operations Coordinator Johnson Controls International/Tyco - Boca Raton, FL February 2017 to Present - Coordinated daily security operations and projects for the security team - Insured that security incidents were resolved within SLA - Provided comprehensive metrics to IT leadership on the state of the enterprise's security - Leveraged the McAfee ePO, Symantec platform, and Power BI as input for security metrics - Defined and produced data for key performance indicators for quarterly reports Worked with end users and engineers to resolve issues associated with the McAfee ePO, Symantec Console and Tanium platform Program and Policy Analyst Wisconsin Department of Health and Services - Madison, WI February 2015 to July 2016 Insurance Based Billing project: - Managed the electronic Insurance Based Billing project that aimed to create an electronic platform for insurance companies to be able to electronically pay Wisconsin Medicaid versus mailing checks - Facilitated weekly meetings with the State's contractor to define business requirements, and then functional and technical requirements for the project Oracle implementation: - Project liaison for my division for both the HR and Financial modules implementation - Drafted communication between project team and end users on release dates, as well as troubleshooting materials - Trained end users for both HR and financial modules Involved in ad-hoc topics such as Invoice processing, Procurement and HR Credit and Risk, Compliance Specialist Wisconsin Economic Development Corporation - Madison, WI April 2013 to September 2013 - Managed database on Access and Salesforce - Created and administered performance reports - Managed accounts, performed compliance/audit on behalf of WEDC - Worked with external and internal stakeholders to improve compliance processes Education Master in International Public Affairs in International Public Affairs University of Wisconsin - Madison, WI 2012 Master in Public Health in Public Health University of Northern Colorado - Greeley, CO 2010 B.A. in Political Sciences and B.A. in Communications in Political Sciences and B.A Universite Francois Rabelais - Tours, FR 2008

Name: Susan Doyle

Email: marthashelton@example.com

Phone: 866.203.2329x5793