CYBER SECURITY ADMINISTRATOR CYBER SECURITY ADMINISTRATOR CYBER SECURITY ADMINISTRATOR - Ally Financial Madison Heights, MI To expand my experience and knowledge in the fields of Information Technology and Information Security by utilizing individual and teamwork collaborative efforts, to provide innovative measures to detect and prevent user and system security risks, vulnerabilities, and exposures using software and hardware technologies to ensure confidentiality, integrity and availability of information. Work Experience CYBER SECURITY ADMINISTRATOR Ally Financial - Detroit, MI March 2018 to Present   Security Operation Center (SOC) Admin/ Analyst   Monitor and action on active cyber threats   Organize and run training sessions for team members on new processes and procedures   Review the SOC's analysis of incidents and present to upper management and members of the Computer Security and Incident Response Team (CSIRT) on daily bases for review   Perform live analysis on hundreds of emails reported by users as phishing emails   and provide resolutions   Assist team members with completing their work, updating the ticket tracking system and present improvement ideas   Work with different departments to identify risks and establish resolutions   Perform triage analysis (forensic investigation) on hosts with alerts to vet risk/vulnerability INFORMATION SECURITY ANALYST Gold Star Mortgage Financial Group - Ann Arbor, MI March 2016 to December 2017 Maintained the Confidentiality, Integrity, and Availability of information to members of the organization   Managed and facilitated information security related projects   Internal security audits and controls   Monitor, analyze and respond to threats and vulnerabilities   Software research, assessment, and implementation   Provide Threat Intelligence: Vulnerability analysis and risk management   Physical security monitoring, controls, and audits - access key cards & surveillance cameras   Information security / Cyber security user training   User software license and permissions controls and audits   Network and end-point security monitor, control, and audit including PFSense, Sophos UTM, Sophos- AV, Malwarebytes, Kaseya VSA, and Cygilant Security-as-a-Service and SIEM solutions including Splunk, RSA, and other FireEye products. Systems and file-level backups and restore management, Veeam solution   Systems and servers patching and software update management   Implement and monitor Data Loss Prevention (DLP)

solutions   Attended conferences, online webinars and stayed up-to-date with the latest Information Security news, vulnerabilities, tools, solutions, and trends IT HELP DESK ANALYST Gold Star Mortgage Financial Group - Ann Arbor, MI March 2015 to March 2016   End users, on-site and remote support (400+ users)   Software, hardware, networks, and application troubleshooting and support Microsoft OS, macOS VoIP systems Exchange/Office365 Active Directory users and group management   Multi-Function Printer support   Kaseya VSA - certified Education Bachelor's in Information Assurance Eastern Michigan University - Ypsilanti, MI September 2014 ASSOCIATE IN APPLIED SCIENCE in Information Technology for Homeland Security Oakland Community College September 2013 Skills Customer Service (Less than 1 year), CYBER SECURITY (2 years), Excellent written (Less than 1 year), SECURITY (2 years), training (2 years) Links http://www.linkedin.com/in/josephshamoun Additional Information   Information Technology Hardware and Software support   Cybersecurity awareness, education, training, and professional development   IT- Security audits and investigations   Information Technology / Security - policy and procedure writing and implementation   Incident response and threat mitigation   Computer forensics and data analysis   COMPETENCIES Ability to work independently or part of a team with minimal supervision   Excellent written and oral communication and presentation skills with the capacity to work with highly confidential documents and information   Ownership and dedication to my work responsibilities   Time Management, self-motivation, and organization   Customer Service and Conflict Resolution   COMMUNICATION Implemented and delivered to companywide the annual Information Technology/Cyber Security User Awareness Training (October 2016 & 2017) LEADERSHIP Took initiative in researching, testing, developing, and implementing new technologies that involved meeting with team members, managers, end-users, and 3rd party vendors in order to represent the process of these technologies, their impact, benefits, use-case, training, and support.

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