

Technology Liaison Analyst Technology Liaison Analyst Technology Liaison Analyst - MetLife Zephyrhills, FL To obtain a role in Information Risk Management within the Global Information Protection organization utilizing my knowledge, experience, communication, and leadership skills.

Work Experience Technology Liaison Analyst MetLife - Tampa, FL April 2019 to Present

Coordinate, map, and test secure file transfer connections for customers to send highly sensitive Personally Identifiable Information (PII) Analyze file feeds to ensure legal regulations are followed during data transmission in accordance with HIPAA regulations Interact with internal and external customers to ensure timely resolutions for transmission and/or data problems Submit business requirement documents for client specific enhancements Conduct investigative analysis for individual client specific member inquiries, and make recommendations to resolve potential issues Manage ticket tracking system for all owned requests and provide daily status updates Partner with Quality Assurance in order to make updates to requests and business documents IT Security Intern PharMerica - Tampa, FL June 2018 to August 2018 Analyzed Security Information and Event Management (SIEM) logs to oversee network activity/ security Monitored an Intrusion Detection System (IDS) to detect any possible network intrusions Showed adaptability by rotating between network administrator, risk and compliance, and access control roles Solved over 500 customer/employee access control tickets through the ServiceNow application Cannon Crewman, United States Marine Corps - NC Field Artillery October 2010 to May 2015 Performed routine investigations on equipment/software in order to minimize potential risks Accountable for more than 1.8 million dollars' worth of vital U.S. military weapons and equipment Mentored and trained over 200 personnel during military service Education Bachelor of Science in Cyber Security in Cyber Security University of South Florida - Tampa, FL August 2016 to May 2019

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