Security Analyst, End-User IT Engineer, and Helpdesk Tech Security Analyst, End-User IT Engineer, and Helpdesk Tech Security Analyst, End-User IT Engineer, and Helpdesk Tech - CareerBuilder Livermore, CA Seeking an opportunity to utilize my skills and abilities, that offer me a challenge in a dynamic environment. Looking forward to working in an information systems, information technology, information security, or a related field. Work Experience Security Analyst, End-User IT Engineer, and Helpdesk Tech CareerBuilder - Pleasanton, CA June 2018 to Present Office 365 Migration ? Configured O365 mailboxes to sync mailbox data from Exchange ? Utilized Migration Wiz to migrate existing Exchange users to Office365 platform   ? Ensured Shared Mailboxes and Distribution Lists are synced ? Enforced HiTrust compliant Data Loss Prevention policies for Workterra ? Replaced Sharefile by implementing Permissions encryption process within O365 ? Trained Workterra users on O365 access, tools, and configuration ? Fuze Phone Migration ? Installed new Polycom phones and disassembled previous Mitel phones   ? Migrated phone numbers from Convergence to Fuze with both providers support teams ? Ensured all the users had existing phone numbers and extensions   ? Configured Fuze Call Center for Workterra by collaborating with CB Telephony team ? Enabled VOIP for remote users to use Fuze through Smartphone application ? Saved huge amount of money as a result of Fuze migration, almost more than half of the monthly cost ? Workterra HiTrust Compliance - Collaborated with CareerBuilder Governance team to pass HiTrust certification   ? Collected artifacts to highlight that existing processes met the security compliance policies ? Provided data flow of the organization to highlight the network structure, data structure, security tools in place ? Ensured company's data flow was checked for accountability by defining user and client roles ? Confirmed the data disposal was being done according to the HiTrust policies ? Ensured the PII sensitive data was protected and transferred via Sharefile encryption   ? Workterra passed HiTrust compliance certificate after our team successfully met the policy requirements ? Active Directory - Managed user profiles and user access ? Created new hire user accounts and granted access based on job roles and approved requests ? Reset passwords, provided temporary passwords, and changed access on approved requests ? Disbaled user accounts for terminated users ? Alert Logic - Worked in the security team

to assess threats and determine vulnerabilities based on Alert Logic network scans ? Ran network scans and created tickets company wide for CareerBuilder ? Collaborated with multiple teams to update different departments with solutions to eliminate vulnerabilities ? Ensured departments within the company met the required criteria provided by the network scans ? Tenable -Vulnerability Management - Admin role on Tenable access for vulnerability management ? Scheduled network vulnerability scans using Tenable for Workterra environment ? Collaborated with users, CB IT, and departments within the company by making tickets with stakeholders ? Participated in teams to remediate network vulnerabilities by providing smart solutions and quick fixes   ? FTP Admin - Ensured FTP access requests were handled according to HiTrust policies   ? Collaborated with Client Executives to determine access for client FTP users ? Managed access creation and deletion based on client status with the company ? Ensured required policies and criterion met for access granted to internal staff and clients ? Zoom Meetings and Zoom Room setup - Managed admin role for Workterra Zoom Meetings   ? Ensured Workterra users have Zoom accounts for Video-conference calling ? Trained users for screen-sharing options + supported to host webinars for Workterra and CareerBuilder ? Installed zoom room - installed hardware for Zoom Room and enabled the application with iPad and camera in a conference room ? Hardware experience - Built user workstations, provided user training for platforms and applications used in the company ? Mainted fax, printer, and scanner related jobs ? Installed desk phones and connected to Fuze company-wide communication system ? Imaged laptops for remote users and encrypted machine drives using Bitlocker for data protection ? Helpdesk IT tickets - Administered Workterra Help-Desk queue ? Developed runbooks for frequently asked questions and how-to documents for quick resolutions ? Bay Alarm - Administered the access for entry and exit points for the premises to ensure security and accountability ? BigAnt IM - Managed access and support for Big Ant console to provide instant messaging communication for Workterra ? Cisco Any Connect and DUO Mobile - Managed user connectivity to Cisco Any Connect VPN and DUO for authentication ? Edgewave and Symantec Gateway - Monitored inbound network traffic using Edgewave and controlled the outbound traffic using Symantec ? File Share - Set access permissions on folders in file exchange

and mapped network drives as required based on job roles ? Firewall and Whitelisting ? Confirmed IP's and URLs approval by Workterra leadership group ? Worked with CB Network team to Whitelist IP's and URLs once approved ? Outlook Exchange Server/OWA - administered the mail system ? enabled email access, grant mailbox access approved by managers for remote users ? Server room - Installed server room hardware and configured required updates on servers Security Analyst Intern Wavestrong, Inc - Pleasanton, CA July 2017 to April 2018 Learned about information and data security by focusing on CIA triad in cybersecurity ? Studied about network infrastructure, network tools, and protocols ? Gained knowledge about network tools such as firewalls, DMZ, IDS, IPS systems Data Collection Technician for OCULUS at Facebook Headquarters Q Analysts LLC - Menlo Park, CA January 2018 to February 2018 Implemented Linux for data collection on products in order to gain user feedback ? Tested products for OCULUS to enhance the user experience and product performance ? Demonstrated data testing to determine product capability ? Achieved better features for the upcoming Virtual Reality products at OCULUS Senior Project San Jose State University - San Jose, CA August 2017 to December 2017 Extracted emails from company's current database and transferred into Drip marketing system ? Implemented a medium to send targeted sales promotions depending on products and recipients ? The team performed exceptionally well, therefore our Marketing System got selected and the company officially utilizes it Web Application Developer (Junior Project) San Jose State University - San Jose, CA January 2017 to May 2017 Developed a mock business website to market a clothing brand ? Configured Altervista to build a web application for a business and potential customers ? Integrated several pages, implemented features such as geo-tag and enabled feedback page to connect customers to business Web Application Developer (Project) San Jose State University - San Jose, CA January 2016 to May 2016 Built a platform for employers and job candidates by using Microsoft Access to connect and share information ? Drove efficient search mechanisms in the database using MySQL to match employers and potential candidates ? Designed and implemented the GUI through Visual Basic, achieved successful results Education Bachelor of Science in Business Administration San Jose State University - San Jose, CA December 2017 Skills security, Active Directory, HTML Additional

Information Skills & Expertise ? CompTIA Security + certified Security Analyst ? Web Development: Altervista, HTML and Visual Basic through Visual Studio ? Networking: Familiarity with TCP/IP Networking, Windows OS, Apple iOS, Microsoft Office ? Hobbies: reading business and IT articles, running, swimming, tennis, and console games

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