

Global Security Operations Analyst Global Security Operations Analyst Global Security Operations Analyst - Gavin De Becker & Associates Riverside, CA Work Experience Global Security Operations Analyst Gavin De Becker & Associates - San Francisco, CA February 2018 to Present Leverage technology, reporting, and investigative skills to respond to requests, initiate, and resolve cases. Provide risk analysis assessments to clients traveling domestically and internationally. Provide case documentation by gathering, organizing, and preparing intelligence and evidence (Internal System) Perform key access control functions, to include updating employee access levels, configuring access levels, and running access control reports. Utilize closed circuit television for situational awareness, threat management, and investigative purposes. Follow procedures accordingly as it relates to best practices, directives, and standard operating procedures. Demonstrated working knowledge in incident response, Crisis Management, Business Continuity, Emergency Response. Security System Software (CCTV/LENEL) Professional - Monitored a fortune 500 company with over 35,000 employees and 60 sites worldwide Use internal and external systems (internet, news-feeds, and other data sources), to monitor risks that could have an adverse impact to organizational assets, facilities, and personnel. Create Standard Operating Procedures (SOP) to ensure that agents have documents to reference policies and procedures Work in sync with IT-NOC and SECTECH troubleshooting security CCTV systems for over 60 sites worldwide. Create reports using crime mapping software on San Francisco crime statistics Demonstrated proficiency using mapping software (Google Maps, Google Earth, Bing Maps), Microsoft Office, SharePoint, Access, One Note, access control systems (Software House/C-Cure), and various CCTV platforms. Collect, analyze, and share intelligence to support corporate investigations. Understanding of basic networking concepts (IP addresses, MAC addresses). Holds Permit in Exposed Firearms, Guard Registration and Certified in CPR, AED, First Aid, Basic Life Support Experience in a 24/7 security operations center flexible work hours IT Support CSUEB - Hayward, CA January 2017 to July 2017 -Performed Initial diagnosis of incident, escalation of incidents, recovery and resolution of incidents. -Maintained Active Directory Resources including Home Directories, File Permissions, External/Internal Shares. -Coordinated,

scheduled and deployed monthly security patches using VeraLab. -Provided technical assistance to customers on routine, follow-ups and achieved 99.9% SLA. -Experience in troubleshooting Web systems and delivered network access to various desktops on-campus. -Implemented systems and software upgrades of OS and configuration changes for users. -Installed all cables, connections and cross-connects to data-center from the Library s MSR. -Worked in sync with NOC and configured and troubleshoot issues related to hardware and software of laptops and desktops. -Involved in ghosting the computer systems and restoring using Symantec Ghost software. Code Enforcement Ride Along Code Enforcement Volunteer Claremont, CA RideAlong July 2019 Accompanied Code Enforcement Officers on their patrol and observed actions and responses to range of calls and or situations. Gained understanding of code enforcement processes which included verifying violations, course of action, and re-inspections. Learned how to input data into HDL Code Enforcement Software and create and maintain cases Proficient understanding of code enforcement operations and the different departments role in code enforcement Learned how to find property owners and their contact information through city software Education Bachelor of Science in Criminal Justice California State University, East Bay - Hayward, CA August 2013 to December 2017 Links <https://www.linkedin.com/in/nolan-frank-849027126> Certifications/Licenses PC 832 July 2019 to July 2022 Laws of Arrest and Seizure Additional Information Code Enforcement Ride-Along

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