Information Security Analyst Information Security Analyst Information Security Analyst - Amadeus Hospitality Durham, NH Work Experience Information Security Analyst Amadeus Hospitality September 2018 to Present   Monitor the security of critical systems and changes to highly sensitive security controls to ensure appropriate system administrative actions, investigate and report on noted irregularities.   Manage the SIEM infrastructure   Ensure organizational compliance with information security programs based on ISO27001 standards.   Investigate potential or actual security incidents to identify issues and areas that require new security measures or policy changes.   Conduct network vulnerability assessments using tools to evaluate attack vectors, identify system vulnerabilities and develop remediation plans.   Collaborate with business units to determine continuity requirements.   Implement disaster recovery testing methodology.   Perform annual risk assessments including asset, threat and vulnerability identification. Provide recommendations to improve security for critical assets.   Respond to customer security questionnaires and act as a contact person for internal security questions. Network & Systems Administrator Amadeus Hospitality August 2012 to September 2018   Network and Systems administrator for cloud-based hospitality management software. Currently managing over 1200 global users with roughly 2000 physical and virtual machines.   Proficient with Cisco Catalyst 2900 and Nexus 5595 switches.   Maintain 70+ site-to-site IPsec VPN's using Cisco ASA 5505, 5510 and 5585 as well as deploy new VPN's when necessary.   Extensive understanding of LAN and WAN protocols including, but not limited to: DNS, DHCP, FTP, SFTP, SMTP, RDP, SSL/TLS.   Experience with hardware and software-based firewalls. Cisco PIX and ASA, Juniper, Palo Alto and Windows firewall.   Experience using network protocol analyzers such as Wireshark, tcpdump, and Microsoft Network Monitor.   Experience with SQL 2005, 2008, 2012 servers with knowledge of database structure and structured query language.   Experience with Active directory; adding users, creating group policies, and user restrictions.   Experience with several VMware products: ESXi 5.0, vCenter, and VMware Workstation.   F5 load-balancing and familiarity with NLB and clustering.   Deployed Windows updates and packages using Microsoft's SCCM 2007 and SCCM 2012.   Managed and tracked alerts and systems health on all production servers using Microsoft's SCOM 2007 and SCOM 2012.

IT Support Representative/Help Desk Amadeus Hospitality January 2011 to May 2012   Broad knowledge in desktop, laptop and server hardware, including refurbishing the same.   Experience with Windows XP, Windows Vista, Windows 7 and multiple distributions of Linux.   Proficient in all Microsoft Office 2003-2013 products and familiarity with Office 365.   Managed an average of 50+ support tickets per week assisting up to 500+ global employees.   Provided support using remote access applications, Citrix, Microsoft RDP, LogMeIn, Juniper Network Connect SSL VPN remote access clients for remote users   Experience with disk imaging software, specifically Symantec Ghost, CloneZilla, Microsoft Windows Deployment Services. Systems Administrator/Technician Lead Newport Computers - Rochester, NH June 2005 to December 2010   Provided desktop, server and network support to 50+ employees while also managing a group of computer technicians. Experience with Exchange 2003 and 2010; performed general troubleshooting procedures relating to email connectivity issues along with user creation and implementing a disaster recovery plan. Implemented and managed WatchGuard Firebox.   Created training manual for all new technical associates.   Designed and implemented an IT business disaster recovery plan using backup on and off site. Education Associates Degree Great Bay Community College - Stratham, NH 2011 Skills Security

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