IT Security & Compliance Analyst / IT Operations IT Security & Compliance Analyst /IT Operations IT Security & Compliance Analyst / IT Operations Orlando, FL

Summary: To develop a career in the information security sector as an Information Security Analyst in a growing company where my skills and experience will be utilized in achieving the goals and objectives of the organization.

Professional Strengths: Expert knowledge of software development security principles   Advanced understanding of information security concepts, system architectures, and development   Proficient in web application and practices   Outstanding skills conveying complex technical information clearly   Highly organized and ability to balance multiple tasks simultaneously   Strong ability to work independently as well as part of a team   Proficient in a range of computer systems, tools, and testing methodologies   Strong analytical and diagnostic skills Work Experience IT Security & Compliance Analyst / IT Operations Westgate Resorts March 2019 to July 2019   Managed the queue of the IT Compliance team which includes tickets that involves permissions, access, and investigations   Conducted periodic internal reviews for audits to ensure that all compliance procedures were followed   Coordinated, documented, and reported on audit results, internal investigations, policies, and security violations   Monitored security and access logs on a proactive basis, in order to prevent any instances   Managed applications such as Varonis, ADAudit, and LogRhtym to perform audits, searches, network user activity, and log-in activity   Coordinated documents and reports on internal investigations when breach or claim is filed   Performed network scans/audits as requested by the IT team to assist on Change Management Processes   Performed basic network related troubleshooting for compliance with internal policies and external regulations which includes scanning the network to monitor vulnerabilities and assisted on gathering data for investigations   Managed/troubleshoot PrivacyIDEA platform to enhance the security of VPN/remote access by using the two factor authentication/OTP Senior Analyst IAM Management / IT Operations Marriott Vacations Worldwide November 2017 to 2019   Provided insight and direction for IAM functions across the organization such as authorization, authentication, access, and security   Reviewed application indexes by using SPLUNK to complete compliance tasks, according to the ticket request. Made sure that the engineers who managed tickets owned up to any

corrections/errors   Migrated to a visible leadership role providing a team-oriented, customer-service approach   Trained new AMD analysts for access management to identify and solve systemic errors for multiple systems and applications as they relate to identity, accounts, authentication, and access   Created JIRA tickets for the development team to update or modify CA Service Desk Remediated escalated service issues related to account changes (break/fix) then implementing new design processes as technical solutions to avoid errors from recurring   Lead the team in reviewing each service request to ensure least privilege methodologies to ensure appropriate access is provided according to each position title/role   Strong knowledge of ITIL frame work, responsible for identifying, updating, modifying, and correcting Active Directory business units   Managed Multifactor Authentication Platform (Centrify) to manage roles for user access and authentication for new hires throughout the enterprise   Managed quarterly audit assessments and ensured periodic PCI\SOX compliance technology risks for over 10,000 employees HD Supply Internship/Information Security Analyst March 2017 to August 2017   Conducted numerous phishing campaigns of over 5000 Supply employees using Knowbe4 application   Hands on experience with LogRhythm, Zscaler, Cipher, and Active Directory   Troubleshoot/resolved numerous of ServiceNow Tickets Tier 3 Technical Support Engineer The Answer Group January 2001 to June 2011   10 years of IT helpdesk support (Sprint, AT&T and Comcast)   Mastered quality assurance calls that were monitored by AT&T Corporate office for first call resolution   Implemented effective customer satisfaction strategies by identifying and eliminating the root cause of customer problems on all Remedy tickets.   Applied troubleshooting and root cause analysis methodologies to resolve security incidents and vulnerabilities detected on the network   Installed, configured, troubleshoot, and administered the company's network security, hardware, and software vulnerabilities Supported Ethernet modems/Cisco Routers/Switches/Firewalls for big business clients Troubleshoot, configured, documented malware/firewall using McAfee   Configured and troubleshoot VPN's and Secured Remote related issues   Planned and executed hardware migrations and patches COMCAST- Tier 2 Technical Support Engineer   Maintained system applications, security, and network configurations for fiber optic clients   Assembled and installed a

wide array of computer systems/OS, workstations, and peripheral hardware   Participated in quality assurance procedures making sure the company's guidelines are met SPRINT- Tier 2 Technical Support Engineer   Implemented effective customer satisfaction strategies by identifying and eliminating the root cause of customer problems for over 20 cell phone vendors   Assembled and installed a wide array of computer systems/OS, workstations, and peripheral hardware Education Bachelor of Science in Computer Information Systems /Information Systems Security DeVry University - Orlando, FL AD in Nessus Cisco Academy Skills Exchange, Ms project, Ms office, Excel, Ms excel, Powerpoint, Ms word, Word Links https://www.linkedin.com/in/ebonyrobinson1 Additional Information Business Skills: MS Excel, MS Office, MS Project, MS Word, PowerPoint, Exchange

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