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**Infrastructure Analyst and System Security Specialist**

Leveraged Environment; Access Management; Audit Compliance

**Infrastructure Analyst and System Security Specialist** with more than 10 years of experience in systems engineering, administration and vendor selection. Creative and highly talented individual with a career history of **managing large scale enterprise systems with 1,000’s** of end users. Forward thinking IT professional with the unique ability to evaluate vendors, products and services for both **price and performance** while meeting project deadlines and requirements. Relied upon management and co-workers as the **go to person**. **Hand selected by my manager** to lead projects, as well as lead Midrange Security Team.

***“Our team was respected, sought out and successful due to John’s technical and interpersonal abilities”*** - Dusan Rotarov, former manager

**CORE COMPETENCIES**

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| --- | --- | --- |
| * Continuous learning | * Communication and influence | * Risk avoidance |
| * Judgment and problem solving | * Systems security assessment | * Project management |

**PROFESSIONAL EXPERIENCE**

**Ally Financial,** Detroit, MI 2011-Present

**Risk Management** (Mar 2011 – Present)

Responsible for reporting to management on the status of open audit issues. Following up with various teams and venders to gather date for evidence of audit issue resolutions. Working with technical and operations organizations to become and remain compliant.

* Created a good working relationship with process owners and leaders in other organizations.
* Suggested a solution that avoided a risk acceptance and maintaining compliance.
* Working closely with Operations Risk management and external auditors to remediate findings before they become control deficiencies.

**Electronic Data Systems/Hewlett-Packard,** Pontiac, MI 1999-2010

**Global Information Security - Compliance Support** (Jan 2010- Dec 2010)

Responsible for using reporting tools to gather system security data. Reviewed the data and look for settings that had become non-compliant. Provided user data and history along with system security setting to internal and external auditors. Filled out the change tickets to have any non-conformances fixed. Ran an annual user account review on all systems. Worked with project managers and clients to bring in new systems.

* Trained 8 team members in the use of Unix, which resulted in the team members becoming more efficient in Unix. Unix knowledge for the members on the team that had little Unix experience.
* Found and reported bugs in the team’s Access database that was the result of different releases of MS Office being used. Since the software was used by one region and now being adopted by all the regions. Went through and tested the software in as many ways as possible by reporting these bugs and getting them fixed, efficiency was increased by 20%.
* Addressed team member concerns and issues in a timely manner, which instilled a positive environment within a newly formed team.
* Bridged the communications gap between the American employees and the off shore employees. Followed up with the off shore people. Built strong relationships with the off shore teams and by working closely with them, we were able to complete projects in a timely manner.

**Midwest Midrange Security - Team Leader** (2005-2010)

As team leader of the Midrange Security Team, my job was to deliver instructions from the manager. Gather metric data and provide them to the manager. Assisted any team member that was having trouble. Took all issues either email or by phone that the manager does not have to get involved with. Made judgment decisions that coincides with company and security policy. Approved vacations and managed workload with team members. Acted as a liaison with other teams to assign projects and production support. Scheduled and conducted team meetings, and oversaw a global team. Created training documentation to train people in Mexico and Argentina.

* Worked hard to bridge the communications gap between the security team and the systems administrators thus opening communications to allow both teams to work together and complete projects in a timely manner.
* Set up monthly security team leader meetings to facilitate open communications between the five regions. Purpose of the meetings was to share what projects were taking place, and to share scripts and processes. Discussed a way to improve handling of the work orders, especially the orders sent to the wrong queues.
* Held frequent team meetings and discussed security policies. This ensured the team would adhere to policies. Developed a corrective action plan for team members who violated policies.
* Brought attention to the Security Team to the point of changing business policy by making sure the Security Team was involved in a project in the beginning. Instead of being contacted in the end of the project. Partnered with the business office and the project managers to ensure security team was involved throughout the project process, which resulted in making systems secure prior to production.

**Midwest Midrange Security Team Infrastructure Analyst** (2003-2005)

Duties consisted of gathering system security data. Working with change tickets to add, delete, or change user accounts on multiple platforms. To go over the data and look for settings that had become non-compliant. Provided user data and history along with system security setting to internal and external auditors. Filled out the change tickets to have any non-conformance’ fixed. Run an annual user account review on all systems. To work with project managers and clients to bring in new systems.

* Reorganized all the work group instructions and security processes to remove all obsolete and out of date material.
* Sped up the user administration on Unix and Wintel systems by creating a shell based script for Unix and Wintel batch files that speed up the process and accuracy of user accounts. The script was for the adding, deleting and password resets for user accounts. These scripts increased production and cut the time it took to create accounts by more than 50%.
* Wrote scripts to look up user account and system information quickly and completely as well as modified scripts that were not reporting properly. Cutting the time it took a security administrator to pull the data from 1 hour to 10 minutes per system.

**General Motors Unix Security Team – Security Administrator** (2002-2003)

Created and deleted user accounts. Ran scripts daily to verify security settings and look for intrusions.

* Successfully modified security report scripts to fix areas that they were not reporting.

**General Motors Engineering Workstation Support – Systems Administrator** (1999-2002)

First level Unix support helpdesk. Duties consisted of taking a call and filling out a incident ticket. Resolved any issues that could be resolved in a reasonable amount of time. If the issue required too much time or research, the ticket would be sent on to second level support for resolution. Part of my duties consisted as acting as the team’s QMS (Quality Management System) coordinator. As the QMS coordinator, that also meant representing our team in the QMS policy meetings and train the team on the new policies.

* Increased first pass resolution by learning the multiple platforms and resolving the issue during the call to be credited with the closing**.**
* As the QMS Coordinator for the GM-EWSS team, I was on the ground floor of creating a QMS system for our organization, after all the helpdesks were moved to another organization. I had input on the creation of the documents and making sure the language included GM-EWSS.
* Hand-selected to become the QMS coordinator and trainer. Created training material and delivered it to the various teams.
* Developed and presented training to GM-EWSS to advance the team from last place in understanding QMS policies, to become the # 1 team in 3 months. Future auditors were guided to our team because of the success rate. Awarded Tigers tickets for recognition.

**EDUCATION**

**University of Phoenix:** Coursework in Information Technology, English and writing courses

**Macomb Community College:** CAD and Body Design classes

**Software:** Microsoft Office

**TRAINING**

Completed online courses at HP on Unix scripting, Unix skills, and Security Engineering. Completed a course in CISSP (Certified Information Systems Security Professional). Continuing my education to get a Solaris certification.

**TECHNICAL SKILLS**

Solid working knowledge of computer applications and systems, including Windows 2000, Windows XP, Linux, AIX, IRIX, Solaris, HPUX, operating systems, and MS-Office.

Expertise in using: Excel, Outlook and Power Point

Proficient in: One Note and Word