

Objective

To obtain a position as a Principal Information Security Analyst and have the opportunity to work in a collaborative team environment while enhancing my technical skills.

Work Experience

Liberty Mutual Insurance Co., Portsmouth, NH

System Administrator

March 2014 – Present

- Support all Akamai migrations across multiple markets.
- Improved configuration to optimize the Akamai CDN platform.
- Manage the Akamai configurations in Luna Control Center for all Liberty Mutual Markets
- Trained/Mentored co-workers on the process for site migrations to Akamai.
- Managed resources to help support the CI 2015 DDOS migration to Akamai.
- Work with vendors to help in the resolution on escalated issues.
- Perform basic administration duties like disk space management, deployments, trouble-shooting, and restart of application servers when needed.
- Support multiple platforms across several markets.
- Experience with Linux/Unix, WebSphere Application Server, Window 2012 Server, SiteMinder, IBM Pure Applications Systems, Stackato, and Apache Webservers.
- Working knowledge of F5 and ASM platforms.

Liberty Mutual Insurance Co., Portsmouth, NH

Associate Operation Support Analyst

May 2011 – March 2014

- Implement configuration changes across multiple environments.
- Utilized TSO, SDSF, ISPF, JES2, MVS, ESP, BSM and BPPM to monitor daily workload.
- Reported job failures to the appropriate group.
- Advised responsible groups or personnel of appropriate action to take to resolve issues with nightly batch cycles.
- Assigned incident tickets to the responsible groups through Service Center for resolution.
- Work with vendors to gather information on issues with servers.
- Assisted on bridge line to help with the resolution of high priority incidents.
- Monitored Incident Management tickets to help resolve P2 incidents on off-shift.
- Lead a project to migrate employees from desktops over to laptops. As well as setup the disposal of the old equipment.

Liberty Mutual Insurance Co., Dover, NH

Lead Equipment Operator

January 1999 – April 2011

- Trained employees on equipment when being rotated within the department.
- Delegated task to employees as needed.
- Evaluated workloads and made suggestions to managers on appropriate action.
- Operated equipment to meet SLA on document deliveries.

- Worked with vendors to help resolve equipment issues in a timely manner.
- Printed customer documents on OCE cut-sheet printers and on IBM wide printing.
- Solve moderate to complex problems as they arise.
- Coached employees as to the importance to adhering to QA policies.
- Conducted testing on equipment, when upgrades were done.

Education

BS Business Management, June 2017
Granite State College, Concord, NH

Honors and Awards

Bravo award for changing the zip code sorting.
Bravo award for testing the marathon equipment.
Bravo award for Incident Management.
Bravo award for the laptop migration.

Particular Skills

Proficient in Microsoft office 2010.
Knowledge of Akamai Luna Control, TSO, SDSF, ISPF, JES2, (X)Matter, ESP , BSM, BPPM tools and MVS commands as well as Service Center