

CYRISTAL N. JOSEPH

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SUMMARY

Accomplished professional with 6+ years of experience in sustaining secure operations through real-time threat monitoring, incident response, and advanced analysis of complex security events across global infrastructures. Proficient in correlating log data, identifying malicious patterns, and leveraging threat intelligence to support rapid containment and risk reduction. Proven track record of maintaining accuracy and agility in high-pressure scenarios involving evolving threats and distributed systems.

WORK EXPERIENCE

Global Security Command Center Operator, BlackRock

02/2023 to present

- Managed security event monitoring and incident response within a 24/7 Security Operations Center, identifying and addressing an average of 5+ threats per week
- Collaborated with cross-functional teams across the Americas, Europe, and Asia to ensure seamless communication and real-time sharing of threat intelligence
- Utilized threat intelligence tools, such as Dataminr and Atium, to detect potential security risks, leading to a 30% increase in threat detection accuracy over six months
- Responded to high-priority incidents within a five-minute period, achieving 85% incident resolution efficiency, minimizing downtime and operational impact
- Monitored global travel safety and security for company employees using advanced risk assessment platforms, such as Travel Tracker, safeguarding over 1,000+ travelers annually and reducing travel-related security incidents by 15%

Automation Systems Administrator, Capsule

11/2022 to 02/2023

- Identified and remediated critical vulnerabilities in automated systems, contributing to a 20% improvement of pharmaceutical order deliveries
- Implemented preventative maintenance plans of company systems, including mechanicals, robotic and sensory fulfillment devices, and HVAC systems from routine damage and malfunction, contributing to a 15% increase in facility resilience
- Documented technical issues and solutions to maintenance activities, providing strategic recommendations for improvements in operational efficiency

Fixed Building Security, Madison Square Garden

01/2022 to 10/2022

- Screened and triaged over 5,000 guests, reducing potential security threats by 10% and supporting a safe environment for high-profile events
- Identified and mitigated 75% of critical vulnerabilities in building security, enhancing overall resilience
- Monitored and enforced access control for deliveries, vehicles, and personnel, securing high-value assets and event infrastructure
- Coordinated with law enforcement during incidents and executed emergency response protocols, enhancing operational readiness and safety compliance

Security Officer, CBS

12/2018 to 01/2022

- Monitored CCTV footage for suspicious activity, escalating threats and reoccurring issues in real time, leading to a 5% increase in incident response coverage
- Managed over 200 employee ID badges and physical entry points, reducing unauthorized access incidents by 15% through tighter verification procedures
- Reviewed security logs and shift reports to identify operational gaps and escalate findings to senior leadership

EDUCATION

University of Bridgeport

Bachelor of Arts (BA) - International Political Economy and Diplomacy + Religion and Politics

The Knowledge House

Cybersecurity Innovation Fellowship

ADDITIONAL INFORMATION

- **Technical Skills:** Incident Management • Security Monitoring • Business Continuity • Disaster Recovery Planning • Identity and Access Management (IAM) • Linux (Ubuntu & Kali) • Windows Environments • Security Audits • Regulatory Compliance • Python
- **Languages:** English (Native) • Arabic (Elementary)
- **Awards/Activities:** Correlation One Department of Defense Cyber Sentinel Skills Challenge Participant (May 2024 + June 2025) • Bloomberg + The Knowledge House Hackathon Participant (June 2025 — 2nd Place)