

Drew Brinkley



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PROFESSIONAL EXPERIENCE

Cyber Security Operations Center (SOC) Analyst, June 2022 to Present

IT Solutions Consulting - Fort Washington, Pennsylvania

Perform Level 1 support for the Cyber Security Operations Center of a Fortune Global 500 company, with a focus on the following areas of the organization's security:

- Network / Cloud Security: Conduct security reviews on requests to change firewall/proxy rules; audit firewall rule changes to ensure they are implemented in accordance with Change Management procedures; investigate Armis collector errors
- Data Protection: Monitor DLP system for events to identify and escalate data exfiltration incidents; investigate and remediate instances of cleartext passwords found in unencrypted documents
- Data Analytics: Perform daily health checks of security monitoring platforms; investigate alerts of failed data connections to Splunk platform, create incidents to escalate critical outages
- Endpoint Protection: Verify the status of antivirus (AV) agents on servers and endpoints; review and implement requests for AV exclusions; create and distribute AV client installation packages

Hearing Officer, March 2018 to August 2021

Arkansas Driver Services - Jonesboro, Arkansas

Conducted hearings allowing drivers to contest administrative actions affecting their driving privileges. Assisted drivers with obtaining or reinstating driving privileges in accordance with state law.

- Provided training on the use of software applications and technology usage for managing drivers' records
- Investigated cases of fraudulent issuance of driver's licenses and state identification credentials

Department Director, August 2016 - July 2017

Guilford County Animal Services - Greensboro, North Carolina

Directed all operations of the Animal Services department with 45 employees in the Animal Shelter and Animal Control divisions. Prepared and administered annual budget of \$3.8 million.

- Introduced progressive programs resulting in increasing pet adoptions 13% and decreasing euthanasia of shelter animals by 30%
- Developed strategic plan to improve communication, increase adoptions, enhance animal care, and decrease animal shelter intake
- Led enforcement and investigation of Animal Control activity
- Hired 21 new staff members, including 6 members of management team

Operations Manager, November 2007 - July 2016

Orange County Animal Services - Chapel Hill, North Carolina

Led the team of animal care and medical staff at the animal shelter. Managed operations pertaining to adoption, shelter intake, lost/found pets, customer service, and investigating major Animal Control cases.

- Served as Administrator for organization-specific software and technology; performed installation and updates, added/removed users, configured settings and validations, prepared guidelines and lead training
- Served as a member of the county's Risk Management Committee to review incidents and provide recommendations on reducing risk
- Compiled data and produced reports to analyze the performance of departmental activities
- Recruited, selected, trained, and managed staff

- Managed budgeting, inventory, and ordering of supplies
- Developed and implemented guidelines for animal care and staff safety / security

EDUCATION

Kenan-Flagler Business School, University of North Carolina at Chapel Hill
Bachelor of Science, Business Administration

CERTIFICATIONS

CompTIA Security+, June 2023
CompTIA A+, June 2022

Python For Everybody Specialization, Coursera, September 2022

Google IT Support Professional, Coursera, March 2022
Google Data Analytics, Coursera, December 2021

SKILLS

Soft Skills: Customer Service, Written and Oral Communication, Strategic Planning and Problem Solving
Technical: Troubleshooting, Systems Administration, Documentation and Version Control
Security Platforms: Splunk, Skybox, Armis, CrowdStrike, Symantec Endpoint Protection
Operating Systems: Windows, Linux, Chrome, iOS, Android
Software and Programming: MS Office, G Suite, Tableau, SQL, Python