JASON DOWNEY, M.S.

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PROFESSIONAL SUMMARY

Self-motivated technology professional with over ten years experience in enterprise architecture, project implementation, and organizational leadership. Proven ability to drive solutions that resolve complex scenarios, resulting in improved business operations while managing risk and organizational needs. Seeking opportunities that leverages my technical knowledge and problem-solving abilities in steering teams of IT professionals in designing and delivering impactful business solutions.

CORE COMPETENCIES

- Cisco Routing & Switching
- Network Security
- Disaster Recovery
- Email Security
- Leadership Development
- Information Security
- Business Continuity Planning
- Process Improvement
- Risk Management

EDUCATION

Western Governors University, Salt Lake City, 2017
Master of Science – Cybersecurity & Information Assurance

Western Governors University, Salt Lake City, 2016
Bachelor of Science – Information Technology - Security

Certifications or Additional Education:
GIAC Certified Incident Handler (GCIH)
Cisco Certified Network Associate - Routing and Switching (CCNA)
Cisco Certified Network Associate - Security (CCNA:S)
EC-Council Certified Ethical Hacker (CEH)
EC-Council Computer Hacking Forensics Investigator (CHFI)
Microsoft Certified Azure Fundamentals (AZ-900)
AWS Certified Cloud Practitioner (AWS-CCP)
CompTIA Linux+

PROFESSIONAL EXPERIENCE

Humana ✦ Louisville, KY ✦ 2018 - Current
Senior Network/Infrastructure Security Engineer

- Subject matter expert for all email security platforms, Cisco ASAs, and web application firewalls for Network and Infrastructure Security team.
- Architected and updated Humana's email security stack, resulting in a simplified solution, lower false positive/negatives, while also increasing the number of true positives.
- Created documentation and troubleshooting workflow for SOC and Help Desk to follow for Email Support.
- Assisted CSIRT/SOC with monitoring, evaluating, and response to threats.
- Configured and troubleshot Cisco ASA Access Control Lists, NAT and PAT translations, IPSEC VPN configurations, and other network related issues.
- Used Splunk to run reports and build dashboards for consumption by the SOC, other Humana Teams, and C-Level leadership.
- Developed custom Python scripts to perform various system reports, alerts, and notifications resulting in a faster response time to outages and potential threats.

Humana ✦ Louisville, KY ✦ 2016 – 2018
Network/Telecom Voice Engineer – Vendor Manager

- Developed and implemented a communications plan to proactively manage the relationship between Humana Voice Network Services, 7 Business Process Outsourcers, and a Managed Services Vendor.
- Provided recommendations to IT management for resolving contractual and service delivery issues and served as the point of escalation when parties could not reach an agreement.
- Collaborated with vendors and outsourcers to identify and remediate a range of issues including call quality, reporting, incorrect call flow, and other support issues.
- Implemented and maintained a vendor scorecard program to measure the performance of each Business Process Outsourcer with an emphasis on call quality, support response time, and project implementation resulting in measurable BPO responsiveness and accountability.
- Cooperate with Project Managers from the Business Process Outsourcers to ensure all Humana projects and initiatives are implemented correctly and punctually.
- Continue performing all duties from previous Telecom Engineer role.

Humana ✦ Louisville, KY ✦ 2012 – 2016
Network/Telecom Voice Engineer

- Implemented an enterprise wide work at home VPN solution and administered access, accounting for over $4,000,000 in cost savings annually.
- Audited disaster recovery policies, plans, and procedures, resulting in an average of a 30% reduction to the Mean Time to Repair.
- Configured users, groups, group policy objects, and service accounts, for managing access to Voice Network systems.
- Coordinated and configured Site-to-Site VPN connections, Access Control Lists, and NAT between Humana and seven Business Process Outsourcers.
- Executed critical risk and business impact assessments ensuring the appropriate levels of redundancy were in place, resulting in a 99.99% uptime for all supported systems and devices.
- Collaborated with other internal departments to deploy and manage PKI Infrastructure for Voice Network Service's systems and applications.
- Ensured all application and security logs for each system were properly ingested into Splunk and HP OpenView for active monitoring and alerting, lowering response time to incidents and outages.
- Technical lead over a team of ten contractors responsible for implementing, deploying and supporting 40,000 Aruba Access Points.

Kindred Healthcare ✦ Louisville, KY ✦ 2012
Travelling Implementations Specialist

- Travelled full-time to facilities to provide direct support for implementation of physical equipment and healthcare related software ensuring SLAs were met.
- Administered Active Directory including Group Policy Objects, Organizational Units, User IDs, and Roles.
- Managed implementation schedules and addressed critical success factors to ensure completion of projects.
- Meticulously tracked personal and project expenses for reimbursements and correct billing to specific projects and facilities, including invoicing for workstations, deployed software, vendor payments and contracted labor, with 100% fiscal accuracy.

ADDITIONAL CREDENTIALS	
HONORS AND AWARDS	- Star Award (Given for Employee Excellence 2016, 2018, 2x 2019, 2x 2020) – Humana - GIAC Advisory Board for GCIH
VOLUNTEERING EXPERIENCE	Boy Scouts of America – Eagle Scout, The Special Olympics Polar Bear Plunge
INTERESTS	Motorcycles, Chess, Boxing, Camping, Cryptocurrency