

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 | ▪ Business Continuity Planning | ▪ Project Management |
| ▪ Network Security | ▪ Leadership Development | ▪ Process Improvement |
| ▪ Disaster Recovery | ▪ Information Security | ▪ 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:

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)
CompTIA Project+
CompTIA Linux+
Currently Pursuing Offensive Security Certified Professional (OSCP)

PROFESSIONAL EXPERIENCE

Humana ✦ Louisville, KY ✦ 2016 - Current

Technical Consultant – Vendor Manager, Voice Network Services

- 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.
- Provide 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.
- Collaborate 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 maintain 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 Technical Consultant role.

Humana ✦ Louisville, KY ✦ 2012 – 2016
Technical Consultant, Voice Network Services

- 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 7 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.

Charter Communications ✦ Louisville, KY ✦ 2007 – 2009
Tier 2 Technical Support Lead

- Provided exceptional customer service while delivering second-level technical support for internet and cable television services.
- Sold additional lines of business and service upgrades to current customers generating over a hundred thousand dollars in revenue annually.
- Resolved issues in a timely manner, such as service failure, email and web browser conflicts, network configuration, and billing discrepancies.
- Mentored junior team members to improve performance in the areas of call time, sales and quality assurance.

Additional Experience:

The Kentucky Taco Company, Louisville, KY: 2016 – Current, Owner/Operator

Triumph Tattoo, Louisville KY, 2015 – Current, Owner

American Language School, Tokyo, Japan, 2015, English Teacher

A.G. Exhibitions, Louisville, KY: 2009 – 2012, Team Supervisor

ADDITIONAL CREDENTIALS	
HONORS AND AWARDS	<ul style="list-style-type: none">▪ Star Award (Given for Employee Excellence) – Humana▪ Perfect Employee Scorecard 2008 – Charter Communications
VOLUNTEERING EXPERIENCE	Boy Scouts of America – Eagle Scout, The Special Olympics Polar Bear Plunge
INTERESTS	Motorcycles, Chess, Boxing, Camping, Cryptocurrency