

John McCutchen

Strafford, NH
johndmccutchen@yahoo.com
(435) 640-9145

PERSONAL SKILLS AND QUALITIES

1. Takes initiative to find and pursue operational process improvement projects
2. Possesses an intrinsic need to learn and to grow knowledge and skill base
3. Carries a strong sense of dedication to the job with an innate motivation to do well
4. Addresses problems with optimism, a can-do attitude, and a sense of humor

CERTIFICATIONS AND TRAININGS

- CEH, SSCP, Security+
- UNH Coding Boot Camp- Full Stack Flex Program- est. completion March 2020

WORK HISTORY

Bottomline Technologies, Inc.

May 2012– Present

Information Security Risk Analyst

- Point of contact for vulnerability management across the global enterprise
- Plan and conduct dynamic and static code scans utilizing IBM AppScan and Veracode
- Coordinate penetration tests for hosted applications via third parties
- Log and track vulnerability findings and ensure remediation timelines are met
- Assist with false positive and remediation verification
- Create and maintain analytics and dashboards for management reporting
- Played a critical part in the creation, development and maintenance of Bottomline's vulnerability management program
- Moved vulnerability tracking from Excel to a database using MS Access

Associate Information Security Analyst

- Responsible for completing clients' Information Security Due Diligence and RFP questionnaires for Bottomline's global suite of products
- Managed all CISO sales support requests across the enterprise
- Received Joshua Krantz Award- a quarterly award given to an employee who is a "top performer in their role, passionate about what they do, energizes everyone around them, has fun and are fun to be with, and love working at Bottomline."

Senior Paymode-X Customer Support Specialist

- Assisted customers in a high-volume call center atmosphere via email and phone with inquiries, requests and issues
- Planned and coordinated Paymode-X New Hire Training Feb., May, and Oct. of 2014
- Awarded Star of the Month in April 2013 and Athlete of the Month in March 2014
- Continually developed procedural guides, SOP's, and the Member Services Handbook
- Responsible for running daily reports of Member Services call stats and case totals
- Back-up Customer Support Technician with a focus on troubleshooting payment file failures

- Promoted to Senior Paymode-X Customer Support Specialist within 18 months of job inception

TD Bank

May 2010 – May 2012

Financial Services Representative

- Engaged in selling and cross selling a variety of banking products and services to new and existing customers including term life insurance and fixed annuities
- Continually worked to enhance collaboration and skills of store team members through coaching interactions and education
- Consistently among the leaders in sales for the store

Customer Service Representative

- Acted as a resource for large/complex credit needs within the store
- Initiated residential mortgage loan applications and negotiated terms of residential mortgage loans

Teller

- Processed customer transactions face-to-face for a variety of routine to more complex financial transactions
- Trained and mentored new tellers

TECHNICAL EXPERIENCE

Security Testing Tools: Veracode, IBM AppScan, BurpSuite, nmap, BlackDuck Hub, Kali Linux

Reporting Tools: Excel, MS Access, ProcessUnity, Jira

EDUCATION

James Madison University
Bachelor of Science

Harrisonburg, Virginia