

# John McCutchen

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## 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

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## CERTIFICATIONS AND TRAININGS

- CEH, SSCP, Security+
- UNH Coding Boot Camp- Full Stack Flex Program

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## WORK HISTORY

### **Bottomline Technologies, Inc.**

*May 2012– Present*

#### *Information Security Risk Analyst*

- Played a critical part in the creation, development and maintenance of Bottomline's vulnerability management program
- 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
- 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 at 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

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## **TECHNICAL EXPERIENCE**

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

*Reporting Tools:* Excel, MS Access, ProcessUnity, Jira, Confluence

*Development Experience:* HTML, CSS, JavaScript, jQuery, Node.js, Express.js, React.js, Vue.js, Database Theory, MongoDB, MySQL, Git, and more.

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## **EDUCATION**

**UNH Coding Boot Camp- Full Stack Flex Program**

**Portsmouth, NH**

*Completion date March 2020*

A part-time, 24-week, full-stack web development course that includes HTML, CSS, JavaScript, jQuery, Node.js, Express.js, Database Theory, MongoDB, MySQL, Git, and more.

**James Madison University**

**Harrisonburg, Virginia**

*Bachelor of Science*