Marjean Mayo-Baker

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Objective

Detail-oriented cybersecurity professional with a strong foundation in incident management, process improvement, and threat analysis. Pursuing a Bachelor's in Cybersecurity with a passion for security operations. Proven expertise in using SIEM tools (Splunk), EDR systems, and incident response strategies. Seeking to contribute to a Security Operations Center (SOC) role by leveraging skills in threat detection, log analysis, and real-time monitoring to enhance overall security posture and mitigate risks.

Education

Bachelors in Cybersecurity

Southern New Hampshire University | Expected August 2025

GPA: 3.85

Associate of Science in Computer Network Administration with Minor in Computer Science

Remington College | June 2012

GPA: 3.6

Skills

- SIEM Tools: Experience with Splunk for log analysis, threat detection, and monitoring security events.
- Endpoint Detection & Response (EDR): Familiarity with Microsoft Defender for Endpoint for threat mitigation.
- Incident Response: Proficient in incident detection, escalation, and remediation in security environments.
- Log Analysis: Skilled in utilizing Wireshark and Splunk for identifying patterns and threats in network traffic.
- Scripting & Automation: Proficient in Python, Bash, and RegEx for automating tasks and analyzing security logs.
- Data Analysis: Strong proficiency in SQL for querying security databases and conducting security data analysis.
- Configuration Management: Skilled in YAML and JSON for managing security configurations and integrating security tools.

Projects

Network Intrusion Detection and Prevention Implementation

Summer 2024

College paper scenario for Cyber Defense.

- Deployed an Intrusion Detection and Prevention System (IDS/IPS) to address inventory tampering and transaction discrepancies across multiple retail locations.
- Utilized network security tools such as Splunk and Snort to monitor network traffic, detect unauthorized access, and prevent malicious activities.
- Applied a defense-in-depth strategy to enhance overall cybersecurity posture, ensuring real-time monitoring, threat detection, and incident response across a distributed network infrastructure.

POS System Security Enhancement

Summer 2024

College paper scenario for Cyber Defense.

- Implemented Microsoft Defender for Business to secure Point-of-Sale (POS) systems across multiple store locations.
- Configured antivirus, antimalware, and attack surface reduction features to protect endpoints from emerging threats.

- Assessed and recommended optimal Microsoft Defender plans, balancing security needs and cost considerations to provide comprehensive endpoint security and ensure compliance with industry security standards.

Experience

Technology Center Analyst Lead; PNC Bank; Cleveland, Ohio | October 2023 - Present
- Leveraged Splunk to monitor and analyze security alerts, validating incidents and escalating as needed.
- Managed device configurations and compliance policies using Microsoft Intune, improving endpoint.
- Utilized Dynatrace to identify and troubleshoot application performance issues, ensuring operational efficiency.

Incident Manager; PNC Bank | October2019 - October 2023
- Identified and resolved technical incidents promptly, leveraging critical thinking to minimize business disruption and ensure operational continuity
- Developed and implemented incident management processes, reducing response times and enhancing team efficiency in handling security events.
- Analyzed and reported on incident trends, providing actionable insights to improve threat detection, reduce false positives, and strengthen overall system security

Service Desk Analyst II; PNC Bank | March 2014 - October 2019
- Communicated incident status updates to stakeholders, maintaining transparency and fostering trust during high-pressure situations.
- Developed and implemented standardized processes and procedures for incident management.
- Improving response efficiency and consistency.
- Analyzed and reported on incident trends, providing actionable insights to prevent recurrence and enhance system resiliency

Certifications & Memberships
- Member, ISACA July 2024
- Member, Women in Cybersecurity (WiCyS) | May 2024
- HonorSociety.org | Since November 2023
- Certificate, The National Society of Leadership and Success | July 2023