

SECURITY ENGINEER

Summary

I am an IT professional with over 3 years of experience with administering and troubleshooting end-user problems. I also have a good work experience with over a year working as a security engineer installing and configuring commercial off-the-shelf (COTS) security tools. I also have experience in a call center environment as a system administrator and a helpdesk analyst. I am detail-oriented and proactive with strong training, communication and analytical abilities. Currently seeking a position as a security engineer to utilize my previous work experience and grow as a cyber security professional.

Skills

- McAfee ePolicy
- Tenable Nessus
- Windows OS
- McAfee VirusScan Enterprise
- McAfee Endpoint Security
- McAfee Solidcore
- ForeScout CounterAct
- Firewall Management
- Information Assurance
- Windows Servers
- Active Directory
- Troubleshooting

Experience

03/2016 to 06/2017

Security Engineer Motion Recruitment 1/4 Newport Beach , CA

- Installed and configured Tenable Nessus scanners by obtaining setup files from Tenable support site.
- Executed setup files and ran the setup wizard to initiate the install process.
- Once the install completed then proceeded to configure the Web UI, created administrator accounts and activated scanners by registering them
- After successfully configuring scanners then downloaded latest plugins from Tenable support site.
- Installed ForeScout CounterAct Enterprise Manager from IP address (<http:// /install>).
- Ran setup wizard to complete the install.
- Installed license during the install when it was available if not we would install license later in the management console.
- After completion, logged into the management console to verify install and proceed with configuring the McAfee ePO plugin.
- Installed and configured McAfee ePolicy Orchestrator by downloading the executable from McAfee's website.
- Ran the set up wizard to configure the port numbers that needed to be opened for communication to McAfee's website and configured the registered license number purchased by client.
- Once ePO was installed and configured I opened up the software manager to select with products to install on the endpoints.
- Installed McAfee Agent onto the endpoints first so the endpoint can communicate with ePO.
- Proceeded to install Virus Scan Enterprise, Endpoint Protection, and Solidcore.
- Updated documentation in SharePoint with any new or relevant processes discovered during the installation and configuration.
- All products were configured to work together and enhances government network security through automated control testing and progress tracking.

07/2015 to 02/2016

System Administrator Advantest America Corporation 1/4 Portland , OR

- Smart Cloud Managed Backup Performed daily backup operations ensuring all required file systems and system data are successfully backed up to the appropriate location.
- Logged into Netbackup to verify backups are on schedule and are being completed.
- If a backup failed, an error code will show up and it will give a generic description.
- If the issue is a first level issue that can be solved, a trouble ticket is created in Remedy and the ticket gets updated with the steps that was taken to resolve the error code.
- If more troubleshooting needs to be completed, the ticket will get assigned to the next level of support.
- This helped keep track of the error codes that were being produced on a regular basis which helped with the troubleshooting process.

01/2015 to 07/2015

Help Desk Analyst Toast 1/4 San Jose , CA

- Provided tier 1 support for Shire and Anthem Employees.
- Users mainly called in to report their account was locked out or needed a password reset.
- Logged into Active Directory to look up the customers' information and ask them to verify their identity before anything was done.
- Once identity was verified, I proceeded with unlocking their account or resetting their password all within Active Directory.
- Users also called in to get support for Microsoft Outlook, VPN, iPhones, and printers.
- Will do basic troubleshooting to determine the root problem.
- Documented all troubleshooting steps in ServiceNow ticketing system.

- If issue cannot be resolved during the first call, ticket will get assigned to the next level of support and user will get transferred to that agent.
- This helped keep track of all the calls that come in so the first call resolution number goes up.

06/2014 to 11/2014

Implementation Project Manager Adp i1/4 Orlando , FL

- Handled multiple client implementations for the Allscripts 2014 Meaningful Use Package and Physician Quality Reporting System (PQRS).
- Once a new client was assigned, I used Oracle and Contract Finder to verify the client has an existing contract.
- Once contract was verified, a welcome call was done to introduce myself and to gather information needed from the client to begin the installation progress.
- Worked with the implementation team and used Sales Force for internal communication.
- Tracked project progress, assigned resources, and scheduled activity using Clarity, Microsoft Outlook, and Synapse.
- Once installation was completed, clients received training on how to use the Meaningful Use and PQRS components.
- Once training is done, client implementation gets marked as completed.
- The client then uses the Meaningful Use and PQRS and if used correctly, they received grant money to go towards making improvements to their EHR systems.

Education and Training

Present

Masters of Science : Information Assurance University of Maryland- University College Information Assurance

2014

Bachelors of Science : Computer Information Systems North Carolina Central University Computer Information Systems

Activities and Honors

Security + SECURITY CLEARANCE Active Public Trust

Skills

Active Directory, ask, Backup, basic, client, clients, documentation, Firewall, government, http, IP, McAfee, McAfee VirusScan, money, Windows OS, Microsoft Outlook, SharePoint, Windows, Enterprise, network security, next, Oracle, printers, processes, progress, Quality, Reporting, Sales, scanners, Servers, Troubleshooting, Netbackup, VPN, website