

John Emery DeLong

Security Analyst

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SKILLS

- NIST Cybersecurity Framework
- Effective Communication
- Collaborative Problem Solving
- Security Mindset
- Growth Mindset
- Python
- SQL
- SIEM tools

EXPERIENCE

Progressive Corporation - *Casualty Claims Supervisor*

January 2020 - November 2021

- Managed a team of six casualty claims adjusters
- Ensured key operational metrics were achieved
- Trained and coached investigation, data analysis, and negotiation

Progressive Corporation - *Casualty Claims Adjuster*

November 2017 - January 2020

- Investigated attorney-represented bodily-injury claims
- Negotiated with claimant's attorneys to settle bodily injury claims pre-litigation
- Coached, advised, and collaborated with new hires, peers, and leadership

Progressive Corporation - *Special Lines Claims Adjuster*

July 2016 - November 2017

- Investigated multi-line property damage claims
- Collaborated with customers, field adjusters, and contractors to resolve claims
- Coached, advised, and collaborated with new hires, peers, and leadership

CERTIFICATIONS

CompTIA Security+ Certification - *June 2023*

Google Cybersecurity Certification - *May 2023*

(ISC)² Certified in Cybersecurity - *May 2023*

IBM Data Science Professional Certification - *February 2023*