SCOTT MCANALLY 17 Dover Street, Portsmouth NH, 03801 |

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WORK EXPERIENCE:

Information Security Analyst January 2017 - present Dover New Hampshire, Liberty Mutual Insurance

Commercial Insurance IT Security Operations

- Support application teams on safely securing system software IDs, reviewing firewall connections, role based access to servers and directories via BladeLogic
- Wrote python script to quickly identify restricted and confidential data for requests pertaining to moving data from production to non-production reducing the review process by 20 minutes per request
- Resolved about 1,750 service desk tickets in 2018 with an average user rating score of 4.9 / 5 while 80% of work met target SLA requirements
- Led the team in an effort to gather voice of the customer feedback based on the team's jira service desk, customer facing wiki pages and overall processes
- Broke down silos by taking ownership and cross training on 56% of the teams services leading to better coverage and more timely responses

Associate Systems Analyst July 2016 – December 2016 Dover New Hampshire, Liberty Mutual Insurance

Commercial Insurance IT Quality Assurance: Performance Testing Team

- Ran existing and created HP Loadrunner scripts to smoke test, stress test and baseline test applications before entering production
- Created analysis of the tests and summarized the results to application teams as part of the engagement process

IT Analyst January 2016 – June 2016 Dover New Hampshire, Liberty Mutual

Commercial Insurance IT Information Management

- Pulled log files from servers with BladeLogic and modified the XML to determine database mapping between systems
- Met with numerous team members to work update outdated visio flow charts for the systems

IT Analyst July 2015 – December 2015 over New Hampshire, Liberty Mutual

Commercial Insurance IT Security Operations

- Led the CyberArk Redesign project by exporting data, creating macros to format excel spreadsheets, managing meeting invitations, and granting access via SharePoint to users
- Reviewed server access Requests for Oracle and SQL databases to ensure appropriate permissions and access

EDUCATION: Bachelor of Science, Security Risk Analysis

The Pennsylvania State University, State College, PA May 2011

Cumulative GPA: 3.5

SKILLS:

HTML, CSS, BootStrap, jQuery, Javascript, Git, Agile

VOLUNTEERING / EXTRACURRICULAR ACTIVITIES:

- Big Brothers, Big Sisters of NH August 2018 - Present
- University of New Hampshire Coding Boot Camp September 2018 - March 2019
- Seacoast Sports Intramural: Beach Volleyball, Indoor Soccer, Flag Football