1. Developed plans to safeguard computer files against modification, destruction or disclosure.
2. Engineered, maintained and repaired security systems and programmable logic controls.
3. Encrypted data and erected firewalls to protect confidential information.
4. Monitored computer virus reports to determine when to update virus protection systems.
5. Performed risk analyses to identify appropriate security countermeasures.
6. Conducted security audits to identify vulnerabilities.
7. Recommend improvements in security systems and procedures.
8. Researched and developed new computer forensic tools.
9. Reviewed violations of computer security procedures and developed mitigation plans.
10. Monitored use of data files and regulated access to protect secure information.
11. Drove operational improvements which resulted in savings and improved profit margins.
12. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
13. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
14. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
15. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
16. Used coordination and planning skills to achieve results according to schedule.
17. Offered friendly and efficient service to all customers, handled challenging situations with ease.
18. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
19. Successfully maintain clean, valid driver's license and access to reliable transportation.
20. Resolved conflicts and negotiated mutually beneficial agreements between parties.