1. Conducted security audits to identify vulnerabilities.
2. Monitored use of data files and regulated access to protect secure information.
3. Encrypted data and erected firewalls to protect confidential information.
4. Performed risk analyses to identify appropriate security countermeasures.
5. Engineered, maintained and repaired security systems and programmable logic controls.
6. Developed plans to safeguard computer files against modification, destruction or disclosure.
7. Reviewed violations of computer security procedures and developed mitigation plans.
8. Researched and developed new computer forensic tools.
9. Monitored computer virus reports to determine when to update virus protection systems.
10. Recommend improvements in security systems and procedures.
11. Received and processed stock into inventory management system.
12. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
13. Led [type] team in delivery of [type] project, resulting in [result].
14. Handled [number] calls per [timeframe] to address customer inquiries and concerns.
15. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
16. Increased customer satisfaction by resolving [product or service] issues.
17. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
18. Resolved conflicts and negotiated mutually beneficial agreements between parties.
19. Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
20. Actively listened to customers' requests, confirming full understanding before addressing concerns.