1. Recommend improvements in security systems and procedures.
2. Researched and developed new computer forensic tools.
3. Developed plans to safeguard computer files against modification, destruction or disclosure.
4. Monitored computer virus reports to determine when to update virus protection systems.
5. Reviewed violations of computer security procedures and developed mitigation plans.
6. Performed risk analyses to identify appropriate security countermeasures.
7. Monitored use of data files and regulated access to protect secure information.
8. Engineered, maintained and repaired security systems and programmable logic controls.
9. Encrypted data and erected firewalls to protect confidential information.
10. Conducted security audits to identify vulnerabilities.
11. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
12. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
13. Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
14. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
15. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
16. Offered friendly and efficient service to all customers, handled challenging situations with ease.
17. Drove operational improvements which resulted in savings and improved profit margins.
18. Served customers in a friendly, efficient manner following outlined steps of service.
19. Completed [task] to ensure compliance with relevant [type] regulations.
20. Developed and maintained courteous and effective working relationships.