



Carmen Cody

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SUMMARY

As a highly-motivated employee, I have an innate desire to take on new challenges. My strong work ethic, adaptability, and exceptional interpersonal skills enable me to thrive in diverse environments. I am adept at working effectively unsupervised, and I quickly master new skills. Moreover, my leadership abilities allow me to inspire and guide others toward shared goals

SKILLS

- Security Team Leadership
- Incident Response and Reporting
- Emergency Planning
- Network Security
- Information Security
- Emergency Response
- Asset Protection
- Disaster Recovery
- Business Continuity
- Collaboration and Teamwork

EXPERIENCE

IT Security, Sr./ Specialist

Olympia, WA

WA State DSHS/ Sep 2017 to Current

- Balanced competing priorities through deliberate project and time management practices.
- Coordinated with other departments to ensure efficient workflow processes.
- Identified opportunities to enhance specialization resulting in increased efficiency.
- Managed and resolved incidents according to service agreements.
- Exercised versatility in fast-paced, agile work environments.
- Identified needs of customers promptly and efficiently.
- Created plans to propose solutions to problems related to efficiency, costs or profits.
- Participated in ongoing training and compliance activities.
- Facilitated productive clinical and technical customer relationships through intentional external communications.
- Coordinated and managed various programs or projects to achieve established objectives.
- Provided technical support for customers in resolving complex issues.
- Leveraged specialized knowledge to act as subject matter expert within organization.
- Set specific goals for projects to measure progress and evaluate end results.
- Maintained positive working relationship with fellow staff and management.
- Understood and followed oral and written directions.
- Recognized by management for providing exceptional customer service.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Planned and completed group projects, working smoothly with others.
- Maintained updated knowledge through continuing education and advanced training.

- Modified existing software systems to enhance performance and add new features.
- Completed day-to-day duties accurately and efficiently.
- Assisted with customer requests and answered questions to improve satisfaction.
- Worked with cross-functional teams to achieve goals.

Security Architect and Supervisor

Olympia, WA

CTS WaTech Gateways/ Nov 2014 to Sep 2017

- Participated in system upgrades to implement new controls or enhance existing ones.
- Maintained knowledge of current threats, vulnerabilities and trends in information security.
- Analyzed complex problems and developed innovative solutions leveraging available technology.
- Implemented software tools to assist in threat detection, prevention and analysis.
- Coordinated incident response activities to ensure timely resolution of issues.
- Ensured compliance with applicable laws and regulations related to information security.
- Established relationships with vendors providing IT services such as cloud computing, hosting providers.
- Provided technical leadership on security projects, ensuring that solutions meet business requirements as well as industry best practices.
- Performed risk analysis to evaluate potential risks associated with proposed changes or new initiatives.
- Monitored network traffic for suspicious activity using intrusion detection systems.
- Investigated information security breaches to identify vulnerabilities and evaluate damage.
- Maintained documentation of security and disaster recovery policies and procedures.
- Developed disaster recovery plans to ensure continuity of operations during emergencies.
- Collaborated with other departments and teams on projects involving integration of multiple technologies.
- Monitored systems for indications of threats, security breaches or intrusions.
- Assisted with the design, implementation and maintenance of secure networks, systems and applications.
- Trained personnel on proper usage of IT resources according to established policies and procedures.
- Safeguarded data through installation of firewalls and data encryption programs.
- Worked with cross-functional teams to achieve goals.
- Planned and completed group projects, working smoothly with others.
- Modified existing software systems to enhance performance and add new features.

Server and Storage Infrastructure Administrator

Olympia, WA

DSHS / Feb 2013 to Nov 2014

- Maintained ESX Servers, vSphere Client and Vcenter Servers. Created datastores for storing VMs and data. Deployed Virtual Machines. Configured and used clones, snapshots, and templates. Presented and assigned LUNs to ESX hosts. Resolved security issues identified from security scans or health checks and recommended security enhancements Configured HA, backups, and completed physical to virtual (P2V) and virtual to virtual (V2V) conversions. Trained others and led innovation workgroup.
- Coordinated and migrated systems from Hyper-V to VMware with little to no downtime, upgrading servers simultaneously as needed.
- Led innovation workgroup and created procedural documents.
- Reduced maintenance time by 50%, streamlining server updates by consolidating update windows for several hundred servers, automating where possible

Systems and Database Administrator

Olympia, WA

DOH / Mar 2001 to Feb 2013

- Administered firewalls, established virtual private network tunnels (VPN), utilized a thorough understanding of network architecture and design for troubleshooting communication systems and network components. Maintained the confidentiality, integrity, and availability of assets by applying risk mitigating safeguards and implementing security controls such as software firewalls, limiting open ports, and services. Managed the system access controls and data access controls for Microsoft servers and databases.
- Performed comprehensive testing of system and security safeguards; documented systems for standardization and repeatability. Applied security patches and updated software for vulnerability management; responded to incidents that might compromise systems. Applied knowledge of security architecture and design as well as capability of information systems for high availability of database and web servers - virtualizing to reduce footprint.
- Developed procedures for software change management process and server builds and provided guidance to the application testing group to ensure application testing completeness. Reviewed hardware and software standards exception requests, provided recommendations to leadership. Documented processes for disaster recovery.
- Maintained logical and physical database models for databases and coordinated SQL database conversion efforts. Maintained databases and monitored performance, adjusting as needed. Reviewed databases for compliance to new standards.
- Managed software builds from three environments for development, testing, and production. Reduced maintenance overhead by converting antiquated systems, migrating them to a Citrix application delivery system.

EDUCATION AND TRAINING

Bachelor of Science: IT Security
Western Governors University Apr 2016
Salt Lake City, UT

CERTIFICATIONS

- Certified Information Systems Security Professional, CISSP; experienced cybersecurity practitioner with the knowledge and ability to oversee organizational security efforts.
- ISSA Puget Sound Chapter member