

Rojaun Reid

Information Security Analyst

Experienced Information Security Analyst leveraging cutting-edge technology to protect, manage and support IT operations across 32 markets.

Rojaun_Reid@yahoo.com

(876) 381-9735

Kingston, Jamaica

www.Rojaunreid.com

WORK EXPERIENCE

Senior Security Operations Specialist

Digicel Group

11/2021 - Present

Kingston, JA

Achievements/Tasks

- Manage cyber security incidents across 32 markets from detection to resolution
- Supervise the configuration, monitoring, and execution of vulnerability scans on over 1000 networks using Tenable.io
- Develop and maintain communication network map to track outstanding vulnerabilities across 32 markets
- Coordinate cyber security operations between SOC and local markets to ensure security KPIs are kept above 95%
- Improve compliance and KPI scores by encouraging active communication between the markets and security operations team
- Facilitate team growth and development resulting in the transition of 2 interns to full-time team members

System Support Specialist

Jamaica Broilers Group Ltd

04/2019 - 10/2021

St. Catherine, JA

Achievements/Tasks

- Installed, maintained, and repaired over 10,000 company and vendor systems
- Deployed and Administered IT infrastructure using tools such as SCCM, Lansweeper, Active Directory and Carbon Black
- Reduced customer complaints by over 60% through implementing predictive failure analysis
- Boosted end-user satisfaction by ensuring strict adherence to service request SLAs
- Created and managed over 4000 user accounts using Microsoft Active Directory
- Worked alongside the Security team to achieve a 100% success rate of mandatory security patches

VOLUNTEER EXPERIENCE

Penetration Tester

Confidential

06/2018 - 12/2018

Mandeville, JA

Tasks

- Executed a black box web application vulnerability assessment on a financial education platform with a user base of over 2500
- Documented and delivered a risk report on the 4 critical vulnerabilities detected along with the required remediation actions
- Orchestrated the complete remediation of all vulnerabilities detected in the initial assessment and performed verification

TECHNICAL SKILLS

Incident Response

Vulnerability Assessment

Social Engineering

Network Security

NIST

Scripting

Threat Hunting

Digital Forensics

Risk Reporting and Compliance

Cloud Security

Threat Intelligence

EDR

SCCM

Unix

CERTIFICATION AND TRAINING

Training Course: Securing and Auditing Windows Active Directory Domains (12/2021)

Proofpoint Protection Server Administration - Level 1 (09/2021 - Present)

Proofpoint Protection Server Foundations - Level 1 (09/2021 - Present)

Targeted Attack Protection (TAP) Foundations Level 1 (09/2021 - Present)

Training Course: COBIT 5 NIST Cybersecurity Framework (08/2021)

Training Course: SOC Core Skills (04/2021)

Cyber Security Foundational Certificate (12/2020 - 12/2022)

Training Course: Intro to DFIR (10/2020)

Fortinet Network Security Expert Level 1: Certified Associate (08/2020 - 08/2022)

Fortinet Network Security Expert Level 2: Certified Associate (08/2020 - 08/2022)

Training Course: MS 20703-1 Administering System Center Configuration Manager (06/2020)

NDG Linux Essentials (01/2018 - Present)

Cisco IT Essentials (05/2015 - Present)

EDUCATION

BSc. Information Communication Technology

Vocational Training Development Institute

09/2015 - 06/2019

Mandeville, JA