

# Jessica Myers

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## Skills

Splunk, HTML/CSS, XML, SQL, Python, Microsoft Excel & Office Suite, JIRA, ServiceNow, Cribl, simple Command Line and bash scripting

## Experience

September 2023 - Present

### **Southern New Hampshire University** – *Information Security Analyst II*

- Project coordination and testing of major changes to ServiceNow Vulnerability Response module and implementation of ServiceNow Automated Test Framework
- Involved in migration of logs to use Cribl pipeline. Evaluated logs for enhancement, trimming, or forking to cold storage in Cribl Lake. Set up Cribl Sources, Destinations, Routes, and Pipelines
- Modified Splunk dashboards and alerts for efficiency and to reflect changes to data now flowing through Cribl
- Walked a mile in security analyst shoes, so as a Splunk administrator I can better anticipate analyst needs

November 2020 - September 2023

### **Centripetal** – *Senior Analytics Administrator*

- Streamlined a core portion of CleanInternet service by enabling creation of ad-hoc out-of-band reports about customer network traffic through interactive dashboards and background workflows
- Eliminated weekly manual overhead for multiple employees across functions through simplification of weekly customer reporting process. This was achieved by moving the report fully into a Splunk dashboard which better fit analyst needs
- Product owner of Splunk. Evaluated license needs, managed sales/support relationships, led instance migration, enforced least necessary access, and acted as SME to assist Security and Network Operations and multiple development teams.
- Rolled out Auth0 SSO across Splunk, HubSpot, and other applications.
- Automated backups of core Splunk knowledge objects to GitHub using Python and bash scripts

November 2016 - November 2020

### **University of New Hampshire** – *Network Data Analyst*

- Grew anonymous account detection from a list of accounts with multiple login failures to Splunk-enabled alerts based on events such as abnormal geo-velocity, login attempts using old credentials, and login attempts from unregistered devices
- Performed ad-hoc searches, built custom dashboards, and created actionable alerts in Splunk
- Worked closely with Information Security Services on an IT initiative for vulnerability assessment and remediation

May 2014 - November 2016

### **Humana** – *Business Analyst, Testing Consultant*

- Oversaw testing strategy for a 20-member Agile team while leading an offshore testing team
- Improved ratio of critical to non-critical defects by 31% through standardized testing, stakeholder education, and root-cause analysis
- Improved defect removal efficiency by 109% (130% for critical and high level defects) through faster re-test turnaround, developer education, and standardized defect tracking

## Education

February 2024 - Present (In-Progress)

### **Southern New Hampshire University** – *M.S. Information Technology - Information Security*

January 2018 - May 2018

### **University of New Hampshire** – *Graduate Certificate, Data Science*

August 2010 - May 2014

### **Pennsylvania State University** – *B.S., Psychology - Quantitative Skills*

## Certifications

**Cribl Certified Observability Engineer User** - Issued February 2024, Expires February 2027

**Splunk Core Certified Advanced Power User** - Issued August 2022, Expires August 2025

**Splunk Core Certified Power User** - Issued July 2020, Expires July 2023