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, Leadership, Mentoring, Cross-Team Relationship Building

Experience

November 2024 - Present
Georgia Tech Research Institute – *ISOC Contractor*

- Create and improve upon workflows, playbooks, and automation involving Splunk, Splunk Enterprise Security, and Splunk SOAR
- Train, mentor, and cross-train interns, junior analysts, and peers regarding Splunk queries, threat intelligence, threat hunting, communicating security findings to different audiences, and other best practices
- Reduced false positives for Splunk Enterprise Security notables by 100+ per day through search logic changes
- Used API connections between Splunk and other platforms such as KnowBe4 and JIRA to reduce manual reporting efforts

September 2023 - November 2024
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

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

August 2025 - Present (In-Progress)
Georgia Institute of Technology – *M.S. Cybersecurity*

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

Splunk SOAR Certified Automation Developer - Issued March 2026, Expires March 2029
Splunk Certified Cybersecurity Defense Analyst - Issued August 2025, Expires August 2028
Certified Ethical Hacker (EC-Council) - Issued September 2025, Renews October 2026
Crowdstrike Certified Falcon Responder - Issued January 2025, Expires January 2028
Cribl Certified Observability Engineer User - Issued February 2024, Expires February 2027
Splunk Core Certified Advanced Power User - Issued August 2022, Expires March 2028