Annette Terpstra

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SUMMARY

IT Security Analyst with fifteen+ years of IT experience. Quick and self-motivated learner with diversified skills including pen testing, customer service and training, network and desktop support, and project management. Ability to solve complex problems and manage multiple time sensitive projects with great patience and professionalism. A+, Security+, and CCNA Cyber Ops certified, currently studying for the CISSP Exam.

PROFESSIONAL EXPERIENCE

Chicago Zoological Society, Chicago, IL   2017 – present
IT Data Security Analyst

Information Security analyst responsible for establishing an Information Security program. Manage the creation and implementation of security policies for the organization. Established procedures, standards and schedule for vulnerability and penetration testing of CZS IT infrastructure.

- Co-chair IT Guideline Committee, focusing on all security guidelines for the organization
- Develop Risk Management process for the IT Department
- Find, install and implement an IAM solution. Set up 3 POC systems using CentOS, Ubuntu and Windows Server 2012.
- Install and configure Security Onion for security analysis
- Conduct penetration testing using Kali Linux, Maltego, FOCA, NMAP, Metasploit, Wireshark, Burp Suite and N-Stalker.
- Create a Security Awareness Program for all full-time employees using the SecurityIQ Framework.
- Analyze bi-weekly Qualys PCI Vulnerability scans for reporting to Executive Committee.
- Analyze data gathered via a SIEM and report on findings to upper management.

Chicago Zoological Society, Chicago, IL   2011 – 2017
Senior Support Specialist

Second level support position that requires prompt answers, quick response times and precise documentation of client calls, emails, and voicemail sent to the IS Department.

- Install, update, configure, trouble shoot PC hardware and software. Use Ghost and Dell Kace appliance to push installations and updates on Windows XP, Windows 7, Windows 8, Office 2003, 2010 and 2013. Use Symantec Endpoint Protection for virus protection and Exchange for email.
- Executed the Windows 7 Update Project for all PCs and POS Systems.
- Responsible for installation, configuration and troubleshooting all POS systems. Currently working with Infogenesis, Titan and TAM software on PCs, tablets and specialty hardware.
- Setup and install CISCO IP Phones, and perform basic voice system programming and troubleshooting as needed using CISCO Unified CM Administration.
- Troubleshoot network problems for machines using Ethernet and Wireless technologies.
- Manage print queues on Windows Server 2012 and also work with TAM Database on SQL Server 2008.
- Responsible for maintaining a hardware/software inventory of all Society IS assets in Track-It!
- Create and edit several reports using Crystal Reports XI R2.

Source4, Chicago, IL   2006 – 2011
Network Administrator/Database Specialist

Managed all IT Operations for our location, led several key projects including a successful physical move of the entire infrastructure from one location to another.

- Administered all production Access Databases.
- Purchased, installed and maintained Windows 2000 and 2003 Servers including a domain controller, Exchange, file server, SQL 2005 server, and web servers. Created accounts on Exchange 2008 Server.
- Planed, maintained and ran backups of three critical servers using Backup Exec 9.
- Coordinated desktop support in a timely manner for all employees on site and in the warehouse. Supported Office 2000, 2003 and 2007 software as well as Windows 2000, XP, Vista and 7 Operating Systems.
- Installed, provided troubleshooting, and managed all printers on a Windows 2003 Server.
- Established a Help Desk ticketing system, and made it live within my first 2 months.

Wheaton College, Wheaton, IL   2005 – 2006
Academic Lab Coordinator
Managed all activities related to the use of the student computing facilities at Wheaton College.

- Oversaw all computing facilities, handled all scheduling of facilities, and managed all hardware and software acquisition, installation, and maintenance, which included PCs, Macs, Ricoh and HP printers, scanners and projectors.
- Administered the computer images for all labs and coordinated imaging using Novell ZENworks.
- Supervised operation of all student computing labs including the hiring, training, scheduling and supervision of 25 lab technicians.

The University of Chicago, Chicago, IL   2003 – 2005
Help Desk Manager
Developed and coordinated current first-level support procedures for the help desk team and increased first-level call closure to 60%.

- Built a set of daily, weekly, and monthly reports for accurate call reporting of help desk calls and also created over 50 asset tracking reports using SQL database and Crystal Reports and Crystal Enterprise Server.
- Formulated all new SLAs for the department.
- Engineered web based training documentation and help topics on the web portal using Dreamweaver.
- Administered the HEAT database on a SQL Server.

The University of Chicago, Chicago, IL   2000 – 2003
Help Desk Analyst
Provided first-level desktop support to staff, faculty, current students and alumni and obtained my A+ certification within my first few months on the job.

- Diagnosed problems in Windows 98, 2000, and XP, as well as all of the Microsoft Office 2000, 2002 and 2003 applications and provided LAN and wireless support for all network users.
- Provided all first-level troubleshooting for Outlook using Exchange Server, as well as IMAP and POP support for web based email system.
- Developed a successful, professional approach to providing top quality customer service in a timely and consistent manner for telephone, email and walkup support.

EDUCATION

B.A., Sociology/Anthropology, William Paterson University
General Studies, Calvin College