

# Heather Smith | Curriculum Vitae

## **SUMMARY**

Over 8 years of experience in Information Technology with a current focus in IT Security Analysis, Incident Handling and Digital Forensics. Previous experience in project management/business analysis of infrastructure, big data solutions, website and application development, and business to business relations spanning multiple industries. Passion for information security research, collaboration and knowledge sharing.

## **EDUCATION**

**MS Cybersecurity, Digital Forensics** | Earned August 2018 | University of South Florida  
**Dissertation** | Wrote SANS DFIR-based Windows Forensics training guide utilizing only freeware forensic tools

**BA in American and British Literature** | Earned December 2013 | University of South Florida

## **PRESENTATIONS**

“Vigilante Forensics” | BSides DFW November 2018  
Upcoming: Magnet User Summit 2019: Corporate Panel

## **CERTIFICATIONS**

Splunk User Certified - current  
Certified ScrumMaster (expired) 2015-2017  
Certified Scrum Product Owner (expired) 2016-2018  
Agile Business Analysis EGB Consulting Certification (does not expire) 2017

## **EXPERIENCE**

**08/2018 – Present | Senior Digital Forensics and Incident Response Analyst**  
**Cylance | Plano, TX**

- Advanced incident analysis, handling and response for cases inclusive of suspected data loss or compromise, HR inquiry, malware discovery, and anomalous event investigation.
- Communicates across teams, vendors and corporate partners to unify approach to security event and incident investigations.
- Full-image forensic investigations, mobile phone investigations, and chain of custody management.
- Ongoing involvement in process creation and documentation across teams, with emphasis in testing, research and knowledge-sharing.

Environment: Splunk, CylancePROTECT, Encase, Magnet AXIOM, proprietary scripts, various open source tools.

**11/2017 – 08/2018 | Information Security Analyst II**  
**Experian Global Security Operations Center | Allen, TX**

- Incident analysis, handling and response; working closely with DFIR and Cyberthreat Intelligence teams, as well as mitigating events full-cycle (when possible).
- Utilizes Splunk as an SIEM, creating unique searches, pivots and dashboards to capture, track and analyze security events within a global network (Service-Now Ticketing backend).

- Peer reviews SOC Analysts, CTI and IR team cases as-needed.
- Creates presentations and trainings for internal security team on forensic topics.
- Responsible for escalating changes to engineering teams for architecture rules and signatures within the IPS, WAF, SIEM and Firewall.
- Assists in managing hardware updates, inventory and physical logs for on-site forensics lab.
- Built/modified test-scripts and documentation for ArcSight to Splunk SIEM transition (see awards).

Environment: ArcSight, Splunk, Redline, Proofpoint, Encase, McAfee, various proprietary tools/scripts

**08/2017 – 12/2017 | Lead Analyst (Project Based Contract)  
Citigroup Technology | Tampa, FL**

- Big data analysis, report development and visualization creation for the Strategy & Planning arm of Citi's CTO group.
- Project management utilizing Agile and Lean Six Sigma methodologies.
- Implemented JIRA project management tool and created lasting training documentation for usage and best practices as they applied to the CTO Strategic Operations arm of the business.

Environment: Agile/Scrum, Lean Six Sigma, MS Excel, Qlikview, SharePoint, JIRA

**01/2015 – 08/2017 | IT Business Analyst/Product Owner  
Information Technology, University of South Florida | Tampa, FL**

- Product owner for 5 teams, responsible for projects in business intelligence, application development, Linux systems and security, UI/UX and web development, and instructional and graphic design (total team members: ~35 avg).
- Conduct security compliance analysis on all incoming software purchases for the University; document findings and escalate recommendation for approval/denial to CISO level.
- From 01/2015-08/2016 acted as database administrator for USF Health's REDCap research database.
- Project manager for migration of REDCap to USF main campus IT and process creation to meet HIPAA compliance standards.
- Creation of functional and technical business documents throughout the software development lifecycle, as well as ad-hoc documentation outside of standard process.
- Responsible for gathering functional requirements and communicating information technology needs for USF departments and colleges system-wide.

Environment: Agile Scrum, Agile Kanban, JIRA, Confluence, Service Now, REDCap, Splunk, SAP Business Objects, Banner, CANVAS, Qualtrics, Splunk

**11/2012 – 12/2014 | Sr. IT Recruiter  
KForce, Inc. | Tampa, FL**

- Gather business requirements from external clientele and internal account managers.
- Negotiation of budgetary constraints and responsible for budgetary advising.
- Development of quotation and proposal documentation in developmental phases of prospective client relationships.
- Participates in modified Agile sprints; daily structure includes two stand-ups and weekly reporting on growth and build-out.
- Solely responsible for building-out information security and cloud engineering as new specialty skill sets firm-wide.
- Developed screening questions for candidates in business intelligence and data science.

- Conducted trainings on Hadoop, intro to information security, data science and cloud engineering remotely and at KForce Headquarters.
- Responsible for communications with Manila, Philippines branch.
- Ranked #6 out of over 250 associates for revenue production.

Environment: Tableau, MS Suite, SharePoint and Outlook, Cisco VoIP, Modified Agile, Customized CRM portal (Java/Cold Fusion/SQL)

## **AWARDS**

### **Spot Award**

Experian -- Contributions to Splunk Architecture Project January 2018

### **Employee of the Quarter**

Kforce – August 2014

### **President's Volunteer Service Award**

Humane Society of Tampa - 2012

## **VOLUNTEER EXPERIENCE**

03/2015 - 11/2017 | Secretary

Extra-Life benefiting St. Petersburg All Children's Hospital

07/2011 - 11/2017 | Volunteer Veterinary Surgery Technician

Humane Society of Tampa Bay, Hillsborough County Animal Services, St. Francis Animal Rescue