



James P. McKenna, Jr., CISSP

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Experience

Information Security Analyst II, Progressive Corporation, Mayfield Village, OH December 2021 – Present
Contracted via Randstad Technologies.

Highmark Health, Pittsburgh, PA

Information Security Engineer, IAM Engineering July 2018 – December 2021

- Worked on multiple automation efforts in Python and Perl languages:
 - Rewrote subscription tool to allow developers to subscribe and unsubscribe to LDAP groups during testing of their applications without the need to request provisioning from IAM, eliminating ~250,000 LUWs annually.
 - Produced various reports based on nightly LDAP backups to identify issues with provisioning, incorrectly created groups and to provide insights for internal groups and external business partners.
 - Created redirection tool to allow end-users to create unique individual URLs for internal-facing websites.
- Set up, and modified host identifiers, authentication and authorization policies for SSO for internal web applications in OAM. Assisted with releases and troubleshooting access issues.
- Provided support for access and governance by providing reports and information about group membership and remediating identified issues.
- Assisted in rollout of Microsoft Authenticator for MFA and lead end-user training, created documentation and enrollment troubleshooting in Azure.
- Assisted with federation setups in OAM.
- Acted as subject matter expert for tasks that were completed in previous operations position and wrote desk level procedures for operational work, ensuring consistency for processes.

Associate IT Infrastructure Analyst, IAM Security Operations October 2016 – July 2018

Contracted via Pomeroy from October 2016 – February 2018; directly hired in February 2018.

- Provided technical and analytical support to associates and executives within the Highmark HM Insurance Group, HM Health Solutions, United Concordia and Allegheny Health Network organizations.
- Triageed, analyzed and resolved over 500 incident and request tickets, staying consistently in the upper quintile for tickets resolved in 25-person IAM security operations team.
- Provisioned user accounts and created groups in LDAP and Active Directory within production and test environments.
- Defined file permissions within Active Directory to ensure that confidential, proprietary, and personally identifiable information is properly segregated and safeguarded.

Remote DBA Experts, Warrendale, PA

Team Lead, Database Operations Center November 2015 – September 2016

Senior Oracle Specialist, Database Operations Center January 2015 – November 2015

- Managed a team of sixteen SQL and Oracle specialists by providing technical mentoring to junior specialists, delegating tasks and acting as a liaison between the department, executive management and customers.
- Handled and resolved junior DBA tasks in Oracle, DB2, PostgreSQL and MySQL including investigating and resolving blocking sessions, job failures, table space constraint issues and failovers.
- Monitored client environments, prioritized and responded to 100-150 database and operating system tickets; ensuring twenty-four-hour uptime and database reliability.

IT Intern, Brookville Equipment Corporation, Brookville, PA 2014

- Created and setup Active Directory and Exchange accounts for new users.
- Provided software and hardware support for office and shop personnel.



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Additional Experience

Clarion University of Pennsylvania, Clarion, PA

- Computer Laboratory Assistant, Carlson Library 2014
- Help Desk Technician, Center for Computing Services 2012 – 2014
- All-Source Intelligence Analyst, US Army, Fort Drum, NY 2007 – 2011

Projects

Web Developer / System Administrator, jpmck.com (personal website) 2014 – Present

- Designed and developed personal website utilizing PHP, MySQL, HTML5, CSS, Java-Script, and Linux-based hosting.
- Manage Linux server updates, firewall and security.
- Leverage server-side cron jobs to automate the process of gathering social media shares on blog posts.
- Maintain code integrity by using Git-based version control.

PADD (Pi-hole Ad Detection Display), jpmck.com/padd (Bash script) 2017 – 2020

Individual project until 2020 when project was adopted by the Pi-hole development team.

- Expanded upon the built-in chronometer function of Pi-hole, a DNS-based ad and tracking blocker.
- Implemented a version check system, heatmap function, bar graph function and dynamic sizing functionality.
- Provided documentation and responded to bug reports, enhancement requests and pull requests via GitHub.
- Maintain code integrity by using Git-based version control.

Certificates and Awards

Certified Information Systems Security Professional (CISSP) 2021

(ISC)², Certificate Number 883840

Certified SAFe 5 Practitioner 2021

Scaled Agile, Certificate ID 84902671-4884

Capture-the-Flag Victor 2019

SANS Institute, SEC573: Automating Information Security with Python

ITIL Foundation Certificate in IT Service Management 2018

AXELOS, Certificate Number GR750504374JM

Education

Clarion University of Pennsylvania 2014

Bachelor of Science, Computer Science, Information Systems (double major)

United States Army Noncommissioned Officer Academy 2009

Graduate, Warrior Leadership Course

United States Army Intelligence School 2008

Graduate, All-Source Intelligence Analyst Course