

# Jessica Martinez

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4590 Oakwood Blvd, Chicago, IL 60608

## SUMMARY

Cybersecurity professional with over 5 years in information security and risk management, specializing in governance, risk, and compliance (GRC). Proven track record in enhancing GRC solutions within ServiceNow, demonstrating skills in scripting and API integrations. Skilled problem-solver known for effective communication and collaboration across teams. Focused on developing innovative strategies that enhance organizational security and compliance. Committed to supporting teams with insights from data analytics while simplifying complex problems into actionable steps. Eager to contribute expert knowledge in aligning business goals with security frameworks.

## EXPERIENCE

**Cybersecurity Engineer III** June 2021 - Present  
Innovative Tech Solutions Chicago, IL

Focused on ensuring security compliance and risk management across the organization, utilizing extensive experience in ServiceNow GRC modules.

- Developed GRC solutions in ServiceNow, including Third Party Risk Management and Compliance Automation, improving compliance metrics significantly.
- Provided technical support and troubleshooting for the ServiceNow GRC platform, leading to enhanced user satisfaction across departments.
- Conducted user access reviews and managed permissions, maintaining adherence to stringent security standards.
- Automated routine compliance tasks, achieving considerable reductions in manual workloads and enhancing overall operational efficiency.

**Information Security Analyst** February 2019 - May 2021  
Previous Company Name Chicago, IL

Contributed to risk assessment framework development and internal audits as part of a dedicated security team.

- Implemented risk assessment frameworks that effectively identified and mitigated organizational risks.
- Assisted in compliance audits which strengthened internal security policies and operational processes.
- Collaborated closely with IT teams to enact security measures that reduced vulnerabilities considerably.

## LEADERSHIP & AWARDS

- Received Employee of the Month award for outstanding contributions to strengthening cybersecurity protocols.
- Recognized for developing innovative GRC solutions that improved process automation at Innovative Tech Solutions.

## EDUCATION

**Bachelor's Degree in Cybersecurity** 2018  
University of Illinois at Chicago GPA: 3.8 Chicago, IL

**Coursework:** Network Security, Risk Assessment, Compliance Frameworks, Incident Response

## CERTIFICATIONS

- Certified Information Systems Security Professional (CISSP) 📅 2021
- Certified in Risk and Information Systems Control (CRISC) 📅 2022

## TECHNICAL SKILLS

- **Governance, Risk Management, Compliance:** GRC Strategy and Implementation
- **Incident Response:** Management and Mitigation
- **Regulatory Compliance:** Framework Development
- **Risk Assessment:** Evaluation Techniques
- **Platform Support:** ServiceNow Troubleshooting
- **Process Automation:** Workflow Design
- **Security Audits:** Internal Protocols Review
- **User Training:** Knowledge Transfer
- **Cross-Functional Collaboration:** Teamwork Dynamics
- **Digital Tools:** Cybersecurity Best Practices

## SKILLS

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- ServiceNow GRC
- Python
- PowerShell
- API Integrations
- Risk Management
- Compliance
- Automation
- Data Analysis
- Troubleshooting
- User Management
- Reporting
- Dashboards
- System Integration
- Performance Metrics
- End-to-End Architecture
- Third Party Management

## PROFESSIONAL AFFILIATIONS

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- Member of the Information Systems Security Association (ISSA), participating in ongoing cybersecurity education.
- Volunteered for local cybersecurity awareness initiatives aimed at community engagement and education.

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST