

Lacey Wynkoop

Associate Forensic Analyst at US Legal Support

laceywynkoop_2@hotmail.com

Summary

I'm seeking a technical position that will benefit from my excellent customer service experience and my more technical security background. I have very positive interaction skills and am able to work through high volume times if needed.

Experience

Associate Forensic Analyst at US Legal Support

October 2013 - Present (4 months)

Do Digital Forensics for company clients.

Customer Support Tech at Photobucket

July 2012 - Present (1 year 7 months)

- *Providing email support for the Photobucket site and apps via Zendesk.
- *Manage technical escalations with the Quality Assurance and Developments teams, resulting in a timely resolution for the user.
- *Attend team and product meetings to communicate user issues and requests to the appropriate teams.
- *Create automated responses to facilitate a quick response to redundant user requests.
- *Performs Case management for Support Team.

Internet Security Analyst Subcontractor at Arsenal Security Group

March 2012 - June 2012 (4 months)

- *Managed and implemented new firewalls leading to a reduction in successful system attacks.
- *Performed Dictionary and Brute force attacks to decrypt encrypted systems to determine cause of security breach.
- *Written forensic reports for clients detailing security breach findings.
- *Gathered information from client's hard drive to run through forensic software for analysis which allowed me to inform the client of security breaches.
- *Some experience in Penetration Testing

Club President at Digital Forensics Club Indian Hills Community College

June 2010 - May 2011 (1 year)

Coordinated with other digital forensics companies to organize educational trips for the club
Updated club on financial status allowing us to participate in educational forensic business trips
Consulted with club members about fundraising ideas and opportunities for the club.
Organized Community events to make the community aware our skills and performed public volunteering to set up mobile Amber Alerts.

Attended weekly meetings with the college Board

Attended Target Security in Minneapolis to get a feel for forensics/surveillance

Languages

Spanish

Skills & Expertise

Windows

HTML

Linux

Microsoft Office

Computer Forensics

Forensic Analysis

Internal Audit

Flash

JavaScript

Technical Support

Troubleshooting

Customer Service

Firewalls

Penetration Testing

Quality Assurance

Analysis

Management

Operating Systems

Education

Indian Hills Community College

Associate of Applied Science, Digital Forensics, 2009 - 2011

Activities and Societies: *President of Digital Forensics Club

*Member of Forensics Club

*Member of Student Senate

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[Contact Lacey on LinkedIn](#)