Eric Kluthe
2300 South Michigan Avenue, Chicago IL 60616
ekluthe@gmail.com
952-994-0199

Professional Experience:

IT Operations and Security Manager, Clarity Insights, Chicago IL
  Manages and trains small IT support team to support 350+ users.
  Deploy and administer hybrid on-premise and AWS environment.
  Collaborates with HR and Legal teams on all matters relating to security, vendor relationships, and employee relations.
  Responsible for IT process and vulnerability auditing and reporting.
  Maintains IT department budget.
March 2018 - Present

Infrastructure and Security Engineer, Clarity Insights, Chicago IL
  Responsible for administration and security of GSuite, Active Directory, Office365, and many others (20+ applications).
  Provisions and maintains new servers in both private and public cloud services including AWS and Azure.
  Administers Okta and Duo SSO/MFA, Sophos Cloud, CarbonBlack and AppSense.
  Tier 2 technical support including OS, Application, and VOIP support.
  Provides technical expertise as part of Clarity's ISO 27001 and HITRUST certification projects.
October 2016 - February 2018

Technology Assistant, DePaul University, Chicago IL
  Maintains office and residence hall hardware.
  Designs, creates and maintains databases, websites and applications.
  Trains new staff in various departmental technology resources.
October 2014 - August 2016

System Operations Analyst, Netgain Hosting, Saint Cloud MN
  Plan, and maintain application hosting environments for new and existing clients.
  Maintain the Netgain software environment, plan for needed improvements, and make related recommendations to management.
  Configuration and installation of new applications, infrastructure, web servers, and network appliances.
  Audit client environments to ensure compliance with SSAE16 and HITRUST standards.
January 2014 - August 2014

IT Support Specialist II, Central Minnesota Credit Union, Melrose MN
  Provides Tier 1 and Tier 2 helpdesk support as needed.
  Provides technical support for client email, network connectivity, and phone system at client sites.
  Trains users on Microsoft Office and other core software applications implemented within the organization.
  Administers Citrix servers, Websense, Symantec Antivirus, and Active Directory including the creation of secure server configurations and auditing procedures.
June 2012 - December 2013

Associate Security Analyst, The Toro Company, Bloomington MN

　　　　Websense Administrator for North America, EMEA, and Australia.
　　　　Created maintenance scripts and procedures for OpenDJ LDAP servers.
　　　　Responded to security events and handled first level information gathering and
　　　　remediation.
　　　　Assessed various Malware/Antivirus tools for ease of use and effectiveness.
　　　　Assisted in the planning and implementation of a company-wide rollout of a leading
　　　　antivirus products.
　　　　Evaluated security policy and suggested necessary changes.
　　May 2011 – April 2012

Certifications:

Certified Cloud Security Professional (CCSP), Pending
NetMotion Mobility Administrator, June 2018
Google Certified Associate - GSuite Administration, July 2017

Education:

DePaul University, Chicago IL, Masters of Science - June 2016

　　　　Concentration: Human-Computer Interaction
　　　　Skills learned: User Experience Design, HTML/CSS/Javascript, JQuery, Basic Visual Design,
　　　　Information Architecture, Process Modeling and Analysis, Requirements Gathering and
　　　　Analysis.

Saint Cloud State University, Saint Cloud MN, Bachelor of Science – May 2012

　　　　Major: Network and Information Security Systems
　　　　Minor: Psychology
　　　　Relevant Classes: Applied Cryptography, Firewalls/Penetration Testing, OSI Layer Security,
　　　　Web Development, Security Management and IT Risk Assessment.