Chrissy Ford

Tampa, FL • 727-599-6379 • chrissyaford@gmail.com • linkedin.com/in/chrissyfordd • chrissyford.com

SUMMARY

GIAC-certified cybersecurity analyst (GCIH, GSEC, GFACT) supporting more than 350 SMB client organizations across a range of industries in a managed services environment. Own the phishing simulation program end to end for roughly 18,000–20,000 end users. Deliver monthly vISO (Virtual Information Security Officer) advisory calls and annual security training to a mixed audience of end users and executives. Led vendor evaluation and proof-of-concept testing for a new Dark Web Monitoring service and was selected to lead delivery at launch. A continuous learner: top 3% of TryHackMe users, invited speaker at TryHackMe's 2024 company retreat, preparing for OSCP and CISM, and applying AI tooling to both work and independent security experimentation.

CERTIFICATIONS

GIAC Certified Incident Handler (GCIH) 01/2025

GIAC Security Essentials (GSEC) 08/2024

GIAC Foundational Cybersecurity Technologies (GFACT) 05/2024

OSCP and CISM — in progress

TECHNICAL SKILLS

Identity & Access: Active Directory and Azure AD / Entra ID user provisioning and directory sync troubleshooting, Google Workspace Admin, Microsoft 365 Admin, SSO configuration (Google and Azure)

Phishing & Security Awareness: KnowBe4 administration, phishing simulation design, delivery, and customization, Proofpoint and Microsoft 365 threat policy allowlisting, phishing analysis and triage

Security Operations: Incident handling (GCIH), log review and analysis, Wireshark, vulnerability management (Tenable, SureShield), dark web monitoring (Flare), vendor evaluation and proof-of-concept testing

Cloud, Scripting & Platforms: Google Cloud Platform, Microsoft Azure, PowerShell, Bash, ConnectWise Manage, ServiceNow

PROFESSIONAL EXPERIENCE

All Covered (Konica Minolta) — Tampa, FL 07/2024 – Present

Cybersecurity Support Specialist

- **Launched a new Dark Web Monitoring service (Flare)** from concept to go-live: evaluated six vendors, ran proof-of-concept testing, partnered cross-functionally on pricing, labor model, and service functionality, and was selected to lead delivery at launch.
- **Deliver monthly vISO (Virtual Information Security Officer) review calls** for a financial-vertical client, plus annual information security training covering security best practices to a mixed audience of end users and executives; translate technical and regulatory requirements into actionable guidance.
- **Administer security awareness and phishing simulation programs** across more than 350 client organizations covering roughly 18,000–20,000 end users; translate observed phishing and social-engineering trends into targeted training content.
- **Investigate and resolve issues across the Managed Security Awareness Training and Dark Web Monitoring services** — provisioning and directory sync failures, integration errors across KnowBe4, Google Workspace, Microsoft 365, and Proofpoint, and log review.
- **Configure identity and email security controls during client onboarding**: SSO in Google Workspace and Azure AD, Microsoft 365 threat policy allowlisting, and Proofpoint allowlisting.

SECURITY PROJECTS & COMMUNITY

- **Invited Speaker — TryHackMe Company Retreat, Italy (2024).** Spoke to the TryHackMe team on my journey into cybersecurity.
- **Top 3% of TryHackMe users globally.** Hands-on offensive and defensive lab practice; active on Hack The Box and CTF events including SANS NetWars.
- **Self-hosted lab and site (chrissyford.com).** Built and administer a LAMP stack on Ubuntu running WordPress; experience with Kali, Parrot and Slingshot Linux distributions.
- **GIAC Advisory Board Member (2024 – Present).**

EDUCATION & EARLIER CAREER

SANS Institute — Cyber Academy 2025

SEC275 (Foundations), SEC401 (Security Essentials), and SEC504 (Hacker Tools, Techniques, and Incident Handling)

Bachelor of Science in Nursing 2022

University of Florida — B.S., Advertising 2016

Marketing & Advertising 2016 – 2019