

Jamar Robinson

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Career Highlights

- 8 years of progressive operational security experience in a Data Center environment with 3 years of training management & new hire onboarding.
- Traveled on client's request to provide instructor led training to SOC teams & leadership roles, of newly commissioned Data Centers throughout North America.
- Managed the creation of a global unified SOC training program for all security operations centers.
- Experienced in people & project management to meet & exceed projected deadlines.
- Proficient in authoring engaging training content in learning management software, for both students and leadership roles.
- Experienced in conducting instructor-led training, and e-learning facilitated through video presentation software.

Technical Skills

Learning Management Software | Evolve eLearning | Storyline360 | CCure | Data Analytics | ServiceNow | Crisis Management + Business Continuity | Instructor-Led Training | People Management | Adobe Captivate | Adobe Creative Suite | Group Project Leadership | Microsoft Office 365 | Training Program Development | Recruitment | New-Hire Onboarding | Compliance & Audits | Security & Safety Incident Management | Alarm Monitoring Software | Access Control | Buganizer | EverBridge | ProWatch | Risk360 | Symmetry V7 | Technical Writing |

Experience

Allied Universal Security — Global Operations Center Risk Intelligence Analyst 8/2023 - Present

Key Project Accomplishments

- In the initial stages of assessing training gaps and designing a revamp of training resources and the overall training program. This project is accepted outside the scope of the role details.
- Monitor and accurately report security and safety incidents for a variety of global assets for the client. Assesses various sources of intelligence to determine impact of client safety and risk.
- Operates multiple security software programs and utilities simultaneously to accurately measure risk and accurately record real-time updates to tracked risk events.

Allied Universal Security — Regional Security Operations Instructional Designer 3/2021 - 8/2023

Key Project Accomplishments

- Created a standardized SOC training program and published the content into the client's proprietary interactive vendor training software.
- Managed current training documentation, and developed new training materials to support the program & ensure compliance.
- Provided solutions to implement personnel qualification standards, to universally audit team performance for SOC's globally.
- Facilitated training when requested by security managers to onboard new SOC teams at other DCs.

Allied Universal Security — Regional Security Operations Associate 8/2018 - 3/2021

Key Project Accomplishments

- Assist partner teams to conduct security system audits when commissioning new data centers.
- Managed security patrols to mitigate security or safety incidents on 70+ data center campuses.
- Provided access control services by managing ACLs & visitor requests within compliance of standard operating procedures.
- Provided the client feedback of SOC security software to streamline operations and improve response time.

Key Project Accomplishments

- Identify security risks when monitoring CCTV, and dispatch coordinating security response teams.
- Use data analytics to determine if alarm activations were due to false positives or real events.
- Monitored security access systems & utilized CCTV software to conduct confidential investigations.