

KELLIE HALL

Cybersecurity Analyst · Risk & Compliance · Incident Response kelliehall7@gmail.com |
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PROFESSIONAL SUMMARY

Detail-oriented professional with a Bachelor of Business Administration and an Undergraduate Cybersecurity Certificate (May 2026) from American Military University, complemented by completed AIC and AIC-M designations from The Institute. Combines investigative expertise in insurance claims and compliance with a strong foundation in risk assessment, cybersecurity principles, and documentation. Adept at gathering digital evidence, identifying patterns, and communicating findings to diverse stakeholders. Seeking an entry-level cybersecurity analyst role where analytical and organizational skills drive measurable security outcomes.

TECHNICAL SKILLS

Operations: Incident Response, Threat Hunting, Vulnerability Management, Log Analysis

Operations Tools: Splunk, QRadar

Infrastructure: Network Security, Cloud Security, Identity & Access Management (IAM)

Infrastructure Tools: AWS, Microsoft Azure, Active Directory, Cisco Firewalls

Engineering: Automation, Scripting, Endpoint Detection & Response (EDR)

Engineering Tools: CrowdStrike, Microsoft Defender

GRC: Risk Assessment, Regulatory Compliance, Security Frameworks

GRC Frameworks: NIST CSF, ISO 27001, SOC 2, GDPR / HIPAA

Forensics: Digital Evidence Collection, Chain of Custody, Mobile Device Forensics, Network Analysis

Forensics Tools: Xactimate X1, Extraction Software, Linux & Macintosh OS Forensics

PROFESSIONAL SKILLS

Claims Software: Mitchell WorkCenter (Estimating), Xactimate X1, CCC ONE, MAX (Management System), SCP (State Farm Claims Platform), Symblity

Productivity: Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint), Microsoft Azure, Active Directory

LinkedIn Learning: Microsoft Azure Fundamentals, Microsoft Security & Compliance, Microsoft 365 Security Administration

Core Skills: Critical Thinking & Complex Problem Solving, Regulatory Compliance, Stakeholder Communication, Conflict Resolution, Data Entry & Accuracy, Evidence Collection & Documentation

Soft Skills: Active Listening, Team Collaboration, Time Management, Information Confidentiality, Adaptability, Attention to Detail, Written & Verbal Communication, Customer Service Excellence, Multitasking Under Pressure, Ethical Judgment & Integrity

EDUCATION

Bachelor of Business Administration (BBA)

American Military University · Concentration: Leading in the Digital Age

Undergraduate Cybersecurity Certificate · May 2026

Collegiate Level Adjuster Essentials Training – 2023

Collin Corporate College · Essentials of Management, Conflict Resolution, Engineering Basics

Texas All Lines Adjuster Pre-License Course – 2021

CERTIFICATIONS & LICENSES

- Undergraduate Cybersecurity Certificate – American Military University (May 2026)
- AIC (Associate in Claims) – The Institute (Completed)
- AIC-M (Associate in Claims – Management) – The Institute (Completed)

- State Farm Auto, Property & Estimatics (2021)
- TWIA / TFP Desk Examiner – USAA IA (2023)
- Water Mitigation – Renfroe (2023)
- Xactimate X1 Training (2021)
- Texas All Lines Adjuster Pre-License

COURSEWORK & TRAINING

Microsoft Programs · *LinkedIn Learning*

- Microsoft Azure Fundamentals
- Microsoft Security, Compliance, and Identity Fundamentals
- Microsoft 365 Security Administration

Digital Forensics & Cybersecurity Coursework · *American Military University*

- Extraction Software & Chain of Custody
- Digital Forensics Principles & Methodology
- Cybercrime Investigation
- Cybersecurity Fundamentals
- Linux & Macintosh Operating System Forensics
- Mobile Device Forensics & Network Analysis
- Incident & Intrusion Response
- Email & Windows Operating System Forensics

PROFESSIONAL EXPERIENCE

Claims Associate | **State Farm**

Richardson, TX · 02/2024 – Present

- Conducted investigations, gathered digital and physical evidence, and interviewed witnesses to establish liability in auto accident cases — directly paralleling cybersecurity incident investigation workflows.
- Ensured accurate data entry and documentation adherence across all claim processing activities per established compliance procedures.
- Skillfully resolved customer complaints and appeals by applying regulatory guidelines, demonstrating ability to navigate complex policy and compliance environments.
- Maintained currency with evolving industry regulations through continuing education, reflecting a commitment to ongoing professional development.

Independent Auto Estimator | **Independent Appraisal Service**

Stephenville, TX · 11/2023 – 02/2024

- Conducted comprehensive vehicle damage assessments and produced detailed reports estimating labor and material costs for stakeholders including insurers and adjusters.
- Ensured strict adherence to company pricing and profitability guidelines through meticulous documentation review.
- Facilitated effective communication between customers, insurance adjusters, and third-party stakeholders throughout the estimation process.

Assistant Adjuster | **Pilot Catastrophe / The Best Claims Solution**

Remote · 10/2022 – 04/2023

- Analyzed information gathered through investigations and prepared findings reports with actionable recommendations.
- Assessed property conditions, categorized damage types, and outlined repair cost estimates using structured analytical frameworks.
- Delivered client-facing communication under high-pressure conditions, maintaining professionalism and accuracy.

Claims Analyst | **Crawford Catastrophe, Eberl Claims – ECTA CA**

Remote · 09/2021 – 10/2022

- Evaluated extent of damage and documented findings through multi-channel correspondence including email, phone, and written reports.
- Conducted thorough fraud assessments on submitted claims, liaising with appropriate teams for escalation and resolution — a skill directly transferable to cybersecurity threat detection and incident triage.
- Gathered and preserved detailed loss information across complex claim files, maintaining chain-of-custody-level documentation integrity.
- Investigated and resolved claims to full resolution, managing multiple concurrent cases simultaneously.

COMMUNITY & LEADERSHIP

- ADE ERG Career Committee Member
- PRIDE ERG Career Committee Member
- Volunteer – Special Olympics