

# CRYSTAL BAUSLEY

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## SUMMARY

Experienced systems analyst with well-developed skills and experience evaluating and improving business systems and processes.

## CERTIFICATIONS AND AWARDS

- Certified Information Systems Security Professional (CISSP) – 6/2021
- Certified Scrum Master (CSM) – 6/2021
- Project Management Professional (PMP) – 11/2019
- CompTIA Project+ Certified - 6/2015
- CompTIA A+ Certified - 9/2015
- CompTIA Network+ Certified - 8/2016
- CompTIA Security+ Certified - 2/2017
- CompTIA Cloud Essentials+ - 7/2019
- Microsoft Azure Fundamentals – 1/2021
- Microsoft Technology Associate - Security Fundamentals Certified - 9/2016
- Microsoft Technology Associate - Windows Server Administration Fundamentals Certified - 9/2016
- Microsoft Technology Associate – Database Fundamentals – 9/2017
- Microsoft Technology Associate - Cloud Fundamentals - 9/2017
- Microsoft Technology Associate: Introduction to Programming Using HTML and CSS – 9/2018
- Microsoft Technology Associate: Mobility and Device Fundamentals – 9/2018
- Recipient of the Team Killeen Team Spirit Award - October 2012 (City of Killeen).
- Recipient of Employee of the Month - April 2013 (City of Killeen).

## SKILLS AND HIGHLIGHTS

- Knowledge of Windows 7/10 operating systems.
- Knowledge of Windows 2008/2012/2016 server operating systems
- Knowledge of Hadoop framework technologies including Pig, Hive, and Spark.
- Knowledge of programming languages including Visual Basic, C#, and Python.
- Knowledge of web technologies including HTML, CSS, and JavaScript.
- Knowledge of SQL.

- Knowledge of PCI-DSS compliance standards.
- Knowledge of Computer Fraud and Abuse Act, Federal Information Security Management Act, Electronic Communication Privacy Act, U.S. Constitution Fourth and Fifth Amendment, Privacy Act of 1974, Freedom of Information Act.
- DoD 8570.01 IAT Level I/II, IAM Level I compliant
- Familiar with Encase forensics software.
- Skill in the use of computer under various applications, software, and programs; Microsoft Active Directory and Azure Active Directory, Dynamics CRM, Microsoft Office 365, SharePoint, Dynamics GP 2013/2016, Visual Studio, remote desktop applications (Dameware, Log me In Rescue, TeamViewer), AS400, and virtual desktops (Citrix and Microsoft Remote Desktop Services), AlienVault, Manage Engine AD Audit, Microsoft Intune, KnowBe4, MaaS360, Kronos Workforce Ready.

## EXPERIENCE

6/2016 – PRESENT

### SR IT SYSTEMS ANALYST, TEXAS ELECTRIC COOPERATIVES

- Serves as the Delegation of Authority (DOA) in absence of the TEC Director of Information Technology
- Led various IT, HR, and Accounting projects; worked independently to create custom applications using C# and Visual Basic programming languages.
- Led product implementations, integrations and upgrades; including Kronos Workforce Ready, AlienVault Security Event & Incident Management, Microsoft Enterprise Mobility + Intune Suite, AvePoint SharePoint Compliance Manager, KnowBe4 Security Awareness Training, and KwikTag Accounts Payable.
- Acts as a sole project liaison between the IT Department and all other business units at TEC.
- Communicate project status, departmental issues, resource requirements, needs, and recommendations to C-level management, directors and stakeholders.
- Leads all project meetings, formulating meeting minutes and tracking action items.
- Prepares system documentation for project assignments in accordance with organizational standards; suggest improvements.
- Compiles weekly project status reports.
- Ensures regulatory and industry compliance including Payment Card Industry Data Security Standard (PCI DSS).
- Supervises, trains, hires and mentors IT help desk staff.
- Reviews company processes and systems for improvement.
- Serves administrator for the TEC internal SharePoint site, creating workflows, web parts, and site collections.
- Manages network intrusion detection and prevention systems (AlienVault).
- Conducts computer forensics enterprise computer security incidents including but not limited to internal and external intellectual property theft, attacks/intrusions, computer abuse and insider threats investigations
- Conducts user investigations using SIEMs (AlienVault), Active Directory (on premises) audit logs, Windows event logs and registry, Office365 - Security and Compliance -

eDiscovery search and hold features, network web filter firewall logs, and Azure Active Directory.

- Routinely monitors network activity and analyzes security breaches and illegal activities to determine the source and implement preventive measures.
- Performs internal IT security audits and provide preliminary information to complete external audits conducted by third party auditors.
- Installs appropriate security tools and countermeasures recommended in third party audits.
- Defines, implements, and maintains company IT policies including Standard Operating Procedures (SOPs) and System Security Plans (SSPs).
- Routinely perform internal security assessments using phishing and strategized social engineering techniques to determine training needs.
- Trains all employees in security awareness and best practices.
- Manages internal IT systems, including security patches, software upgrades, migrations, deployments, server health, backups, and other systems infrastructure.

**11/2018 – PRESENT**

**ADJUNCT PROFESSOR (COMPUTER INFORMATION SYSTEMS), TEXAS A&M UNIV  
– CENTRAL TEXAS**

- Teaches assigned courses to enrolled students and manages a diverse population of students in a classroom and/or laboratory environment
- Develops, prepares and implements lesson plans; conducts pre- and post-assessment of students; evaluates, assesses and plans for students' educational and social needs
- Collaborates with other faculty and staff in assessment of teaching strategies and the effectiveness of the instructional program to help promote a culture of continuous improvement
- Maintains student records, statistics, and/or other pertinent information as required by the college and the department
- Resolves issues relevant to area of responsibility and scope of authority, referring more difficult or complex problems to the Department Chair or Dean of College of Business.

**Course Development & Teaching:**

- CIS-3300 – Computer Technology and Impact
- CIS 3301 – Business Analysis with Spreadsheets
- CIS-3302 – Business Analytics
- CIS 3315 – Website Development and Design
- CIS 4341 – IT Security and Risk Management
- CIS 4342 – Computer Security
- CIS 4351 – IS Project Management

**01/2015 – 6/2016**

**IT INTERN, TEXAS ELECTRIC COOPERATIVES**

- Provided desktop support to computer users, troubleshooting, and resolving a wide variety of hardware and software problems on personal computers, laptops, printers and peripheral devices such as scanners, and personal digital assistants, thin clients, flash

drives, iPads, cell phones, pagers, copiers, projectors, video teleconferencing and related equipment.

- Served as single point of contact for desktop configuration and setup for new users.
- Performed setup of personal computers, laptops.
- Installed new programs, printers, and other peripherals as needed based on user requests & management approval.
- Performed account administration using Microsoft Active Directory including initial set up, configuration and password resets.
- Monitored and log help desk interactions, identifying and escalating issues as appropriate using the Web Center ticket management system.
- Researched and resolve requests for technical assistance with hardware and software issues using various methods including remote access using DameWare, Remote Desktop Control (RDP), and VNC Viewer, as well as face-to-face interaction.
- Assisted the Director of IT with various IT projects; worked independently to create a handle device tracking application using C# programming language writing, debugging, and maintaining code.
- Provided technical advice to users, examining, and evaluating alternative means of satisfying user requirements.
- Conduct all new employee IT orientations which includes the overview of IT policies and procedures, use of equipment, and asset recording and tracking.

**01/2011 – 4/2014**

**ACCOUNTING SPECIALIST (SOLID WASTE), CITY OF KILLEEN**

- Assisted the Director of Solid Waste in the preparation of the annual budget for the Solid Waste Fund and in budget execution.
- Gathered, interpreted, and prepared data, charts, and graphs for studies, reports, or briefings.
- Coordinates activities with the assigned and/or designated operating Divisions.
- Assisted in the compilation of the monthly statistical reports.
- Maintained records and files on each account for the Solid Waste Fund.
- Monitors budget expenditures for the Solid Waste Fund and advises Director on funds transfers.
- Assisted in the forecast of revenues and expenditures.
- Received and verified invoices for payment.
- Reconciled account discrepancies with the Finance Department.
- Prepared and manages payments on contracts and procurement card statements.
- Compiled and maintained records for local auditor process.
- Performed routine clerical and administrative work in answering phones, maintaining files; provide information to staff at meetings.
- Entered accounting and billing data system for accounts receivable.

**06/2010 – 1/2011**

**HR PAYROLL AND BENEFITS ADMINISTRATOR, CITY OF KILLEEN**

- Reviewed and verified all data entered into the payroll/HRIS system for changes to employee status.
- Reviewed and verified all new employee data into the payroll system.

- Entered data into the payroll/HRIS system for changes to direct deposits, allotments, and any other changes to deductions and benefits.
- Responsible for all data entry related to updating payroll during the fiscal year conversion; includes cost of living adjustments, benefit premium changes, reclassifications, changes to accounting distribution codes, reorganizations, pay period, IRS tax code changes, etc.
- Entered data for court ordered/mandatory wage garnishment for IRS, student loans and child support. Ensures payments are routed to the appropriate party.
- Responsible for coordinating in processing for new hires. Assisted with new employee orientation sessions for employees on payroll related information.
- Provided employment verifications by phone or in writing.
- Completed requests for salary related surveys received by phone or in writing.
- Reconciled and updated monthly insurance billings from various insurance companies.

**06/2008 – 5/2010**

**FINANCE CLERK (INTERN), U.S. DEPARTMENT OF VETERANS AFFAIRS**

- Regularly received telephone calls, ascertaining the nature of the call and answering nontechnical requests for information which can be provided from records, files, or personal knowledge.
- Arranged appointments, determines which take precedence, decides when an appointment may be interrupted, cancelled, rescheduled, with recommendations from my supervisor.
- Received and distributed incoming and outgoing mail and reports.
- Reviewed documents prepared by others to ensure correct grammar, spelling, capitalization, punctuation, and appropriate format by researching files and other older documents to help ensure proper formatting and accurately prepared documents in accordance with regulations and policies.
- Prepared purchase orders to order supplies and a variety of other administrative/clerical duties.
- Performed work related to bi-weekly payroll activities, ensuring employees were paid accurately and timely applying pay laws, regulations, maintaining payroll records, and agency policy using different automated payroll systems.
- Performed independent audit of timekeepers to ensure compliance with federal, state, and agency policy, regulations & procedures.

## EDUCATION

**ASSOCIATES OF SCIENCE – MATHEMATICS, RIO SALADO COLLEGE**

Anticipated graduation date: 05/2022

GPA: 4.0

Completed Coursework:

- College Algebra (A)
- Trigonometry (A)
- Calculus I (currently enrolled)

**MASTER OF SCIENCE – INFORMATION SYSTEMS, TEXAS A&M UNIV. –  
CENTRAL TEXAS**

Anticipated graduation date: 05/2018

GPA: 3.83

Completed Coursework:

- Applied Database Management (B)
- Telecommunication for Managers (A)
- Managing Information Systems (B)
- IT Project Management (A)
- Information Security(A)
- Procedural Language Programming and Design (A)
- Data Analytics and Management (A)
- Research Methods (A)
- Systems Analysis and Design (A)
- Advance Big Data Analytics (A)
- Financial Management (A)
- International Business Law (A)

**ASSOCIATES OF APPLIED SCIENCE – PROGRAMMER ANALYST, CENTRAL  
TEXAS COLLEGE**

Graduation date: 05/2016

GPA: 4.0

Completed Coursework:

- Network+ (A)
- Intro to Database (A)
- Information Technology Security (Security+) (A)
- Advanced Computer Programming (C#) (A)
- Inter. Web Programming (Mobile App Development) (A)
- Object Oriented Programming (C++) (A)
- Introduction to the Internet (A)
- Intro to Computer Programming (A)
- Integrated Software Applications I (A)
- Web Design I (A)
- Project Management Software (A)
- Intro/PC Operating Systems (A)
- Personal Computer Hardware (CompTIA A+) (A)

**BACHELORS OF BUSINESS ADMINISTRATION – BUSINESS ADMINISTRATION, AMERICAN MILITARY UNIVERSITY**

Graduation date: 02/2010

GPA: 3.86

Completed Coursework:

- Business Management Theory (A-)
- College Algebra (A)
- Human Resource Management (A)
- Foundations of Online Learning (A)
- Management Information Systems (A)
- Principles of Financial Management (A)
- Principles and Theory of Management (A)
- Operations Research (B)
- Global and Competitive Strategy (A)
- Contemporary Internet Topics (A)
- Principles and Theory of Marketing (A)
- Applied Statistics (B)
- Virtual Management (A)

**ASSOCIATES OF GENERAL STUDIES – GENERAL STUDIES, CENTRAL TEXAS COLLEGE**

Graduation date: 12/2007

GPA: 3.5

Completed Coursework:

- Keyboarding
- Business English
- Computer Applications
- Word Processing
- Records and Information Management
- Business Correspondence and Communication
- General Psychology
- Composition I/II
- Public Speaking
- Contemporary Math
- Financial Accounting
- Business Law
- Macroeconomics
- Managerial Accounting
- Microeconomics

## **ADDITIONAL INFORMATION**

- Typing Speed (51 wpm)
- Knowledge of project management activities
- Ability to organize work, establishes priorities, meet deadlines and organize the activities of an office, multitask, and follow routine administrative procedures.
- Ability to communicate orally and in writing effectively.
- Ability to review written material for compliance with the rules of correspondence and grammar.

## **REFERENCES**

- Tina Flores-Nevarez, Director of Human Resources Texas A&M University - Central Texas, [t.flores@tamuct.edu](mailto:t.flores@tamuct.edu)
- Dr. Anitha Chennamaneni, Department Chair & Associate Professor - Computer Information Systems, Texas A&M University - Central Texas, [anitha.chennamaneni@tamuct.edu](mailto:anitha.chennamaneni@tamuct.edu)
- Terence Travis, Engineer, Department of Defense, [terence5949429@yahoo.com](mailto:terence5949429@yahoo.com)
- Tuan Nguyen, Systems Administrator, Texas Electric Cooperatives, [tnguyen0674@gmail.com](mailto:tnguyen0674@gmail.com)