

# KIARAH (KAY) PETTAWAY

## IAM & Security Operations Analyst

Identity Governance | SIEM & Incident Response | Purple Team | OSINT

Grand Rapids, MI(Open to Relocation/Remote) | kiarahp@protonmail.com | linkedin.com/in/kiarah-pettaway | l8zydaz.github.io

### PROFESSIONAL SUMMARY

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IAM and security operations analyst with hands-on experience across regulated financial infrastructure, enterprise identity governance, and front-line incident response. Has operated inside the backbone of 300+ credit union environments processing \$50M+ in daily transactions, managed identity and access for thousands of users spanning military, corporate, and retail environments, and responded to compromised accounts, phishing campaigns, and social engineering attempts as daily operational reality. Builds automation tools, applies OSINT-driven thinking across security and risk analysis, and approaches defense with a purple team mindset. Maintains a 96% SLA resolution rate across 30+ daily incidents. CompTIA CySA+, SSCP, and Security+ certified — WGU 2024 Systems Thinking Award recipient.

### WORK EXPERIENCE

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#### IT Analyst

October 2025 – March 2026

*SpartanNash, Byron Center, MI*

- Supported thousands of users across a nationally distributed enterprise spanning corporate, retail, warehouse, and military environments — resolving complex technical issues across identity platforms, mainframe systems, POS infrastructure, and military access systems with independent judgment on triage and escalation.
- Performed high-volume access management and identity restoration operations — handling credential resets, account unlocks, MFA enrollment, BitLocker recovery, and permission grants, including InfoSec-escalated account compromise events requiring secure access remediation.
- Triaged and managed 30+ incidents daily within Cherwell ITSM — documenting investigative steps, prioritizing service-impacting events, and maintaining a personal SLA resolution rate of 96% across a geographically dispersed enterprise.
- Investigated endpoint devices for malfunctions, abnormal behavior, and connectivity issues across Windows, macOS, and Linux environments — resolving independently where possible and coordinating with infrastructure teams for hardware and network escalations.

#### IT & Security Analyst (Internship)

May 2025 – August 2025

*Bindplane, Grand Rapids, MI*

- Spearheaded enterprise-wide consolidation of 500+ cross-functional artifacts into a centralized GitHub/GitBook documentation-as-code system, strengthening control traceability, ownership accountability, and audit readiness for ISO 27001 and FedRAMP initiatives.
- Conducted IAM and access control reviews across SaaS platforms and evaluated vendor security posture prior to contract renewal — identifying over-permissioned roles, recommending least-privilege adjustments, and delivering findings that directly informed procurement decisions.
- Contributed to the buildout of the senior security engineering function from the ground up — spanning attack surface mapping, company-wide access reviews, budget assessments, Grafana Labs telemetry pipeline configuration, and early-stage centralized monitoring implementation.
- Developed and deployed a Python-based automation script to dynamically generate YAML configuration structures, eliminating repetitive manual formatting and improving consistency across 100+ structured documentation files.

#### Data Center Operations Specialist

April 2024 – January 2025

*CU\*Answers, Kentwood, MI*

- Monitored 24/7 production and development IBM iSeries (AS400) environments supporting 300+ financial institutions — investigating job failures, abnormal terminations, system integrity alerts, and user session activity across QSYSOPR, ROBOT, and CU\*BASE, and operating a live SIEM dashboard during peak attack windows to detect anomalies and escalate incidents to engineering and infrastructure teams in real time.
- Processed and transmitted financial files across Federal Reserve infrastructure and multiple vendor integrations — executing ACH transactions via Fedline Advantage and delivering PGP-encrypted FTP/SFTP transmissions to PSCU, FIS BASE2000, TMG, and Certegy, verifying balance reports and confirming successful ingestion across all environments daily.
- Responded to message center errors by analyzing job logs and collaborating with programmers on code-level issues — rerunning failed jobs, restarting subsystems, and restoring production stability within SLA requirements across 300+ institutions handling \$50M+ in daily transactions.

#### Chief Executive Officer

January 2021 – April 2024

*Killiuinaire, Remote*

- Conducted structured risk and due diligence assessments on 100+ properties using OSINT methodologies — aggregating data from public records, MLS, and open sources to evaluate liens, zoning exposure, market comps, rehab costs, and title risk, translating findings into actionable acquisition decisions across 15+ closings.
- Managed end-to-end deal lifecycle independently — cold outreach, contract drafting, title coordination, buyer negotiation, and inspection oversight — exercising judgment across legal, financial, and operational risk at every stage.

- Built and automated operational infrastructure using Podio, PropStream, and DealMachine — designing custom Notion databases, automating follow-up and deal tracking workflows, and creating repeatable documentation systems for buyers and sellers across a growing transaction pipeline.

## Operations & Inventory Analyst

March 2020 – January 2021

*Amazon, Caledonia, MI*

- Promoted from inbound receiving operations to Inbound Problem Solver (IBPS) within one month — selected based on performance, systems aptitude, and cross-path training, a role internally recognized as the most analytically demanding T1 position in the fulfillment center and a direct pipeline to Process Assistant.
- Acted as the floor's first responder for inbound inventory anomalies — triaging Andons across stow, receive, and decant paths, investigating root causes through FC Research and Amazon's internal inventory management systems, and resolving label failures, virtual/physical mismatches, title verification errors, and ASIN discrepancies to restore operational integrity.
- Investigated and escalated inventory discrepancies beyond FC-level resolution — creating ISS tickets, performing cycle count verifications (SBC, SRC, CC), correcting FNSKU/X00 label failures, processing hazmat flags, and reconciling PO discrepancies, with findings routed to backend corporate teams for systemic remediation.
- Operated as the only Tier 1 associate authorized to open and inspect packages — making independent disposition calls under time pressure to route items for stow, damage processing, or shipment across a high-volume robotic fulfillment environment.

## SKILLS

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**Security Operations** — Suspicious Activity Response, Credential Reset & Access Remediation, Phishing & Social Engineering Response, Compromised Account Triage, Endpoint Investigation & Escalation, Alert Monitoring & Triage (SIEM/Console-Based), Incident Response (NIST 800-61), Authentication & Access Anomaly Investigation

**Identity & Access Management** — Active Directory, Azure Entra ID, MFA Enrollment & Reregistration, Permission Management (Temporary & Persistent), BitLocker Recovery, Password Recovery & Authentication, Account Unlock & Lockout Resolution, Least Privilege Review, SailPoint

**SIEM & Monitoring** — Microsoft Sentinel, Grafana, IBM iSeries (AS400) Console Monitoring, QSYSOPR Message Queue Monitoring, ROBOT Scheduler, Windows Event Logs, Real-Time User Session Monitoring

**Enterprise & Financial Systems** — CU\*BASE, Fedline Advantage, Citrix, DSS (Military Access Systems), GoAnywhere, FIS BASE2000, PSCU, TMG, Certegy, ACH Processing & Posting, PGP-Encrypted FTP/SFTP, RDP, PuTTY

**Network & Investigation Tools** — Nmap, Zenmap, Wireshark, Autopsy, OSINT (Public Records, MLS, Open-Source Data Aggregation) Automation & Scripting — Python, Bash, SQL, YAML, Git, GitHub

**Case Management & ITSM** — Cherwell, ISS Ticketing, SIM Ticketing, FC Research

**Governance & Frameworks** — NIST 800-61, NIST 800-30/37, NIST 800-53, NIST CSF, ISO 27001, SOC 2, FedRAMP, FFIEC, NCUA, ITIL, MITRE ATT&CK

**Operating Systems** — Windows 10/11, Linux (Fedora, Mint, Kali), macOS

## CERTIFICATIONS

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- CompTIA CySA+
- CompTIA Security+
- CompTIA Network+
- CompTIA Pentest+ (pending)
- Associate of (ISC<sup>2</sup>) – SSCP (Exam Passed)
- CompTIA A+
- Axelos ITIL
- Google IT Support

## EDUCATION

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**Bachelor of Science, Cybersecurity & Information Assurance**

July 2023 – April 2026

*Western Governors University, Salt Lake City, UT*

## PROFESSIONAL AFFILIATIONS

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- WGU Cyber Club — Active Member
- Women in CyberSecurity (WiCyS) — Member
- Women in Technology — Member