**Keyante L. Welch**

**Phone**: (612) 442-6183 | **Email**: [keyantewelch@yahoo.com](mailto:keyantewelch@yahoo.com)

Customer-focused I.T. Support with over 5 years of expertise technical experience in large and medium scale corporate manufacturing settings. High level of technical trouble-shooting skills to solve difficult incidents/problems for computer hardware, software and imaging issues utilizing advanced resolution procedures. Organized and effective at meeting timelines with exceptional verbal and written communication skills.

|  |  |  |
| --- | --- | --- |
| Security Assessment | VOIP Phones | Audit and Evaluation |
| POS System | ITSM | Testing and Monitoring |
| Remedy BMC | Policy & Procedures | Information Assurance |
| Data Protection | PuTTY | Risk Management Framework |
| Mobile Devices | McAfee ePolicy | Pulse Secure& Cisco VPN |
| Active Directory | ERPM | Networking Components |
| Encryption | ITSM | ITS |
| SQL | PDQ | DOS |

# EXPERIENCE

**Sovos** Minnetonka, MN November 2020-March 2021

# **Software Support Tech II**

# Overwatching the ticketing system for the support Queue.

# Handling user calls with issues pertaining to Sovos software.

# Troubleshooting the user errors from other tickets and resolve the issue that the users had.

# Alorica Mendota Heights, MN *January 2019-March 2020*

# Desktop Support Associate ll

* Managing a ticketing system for clients with in the facilities Dealing from networking such as access points, network ports and switches, hardware, software and requests using either our remote tool ITSM to apply an overnight update or physically changing out ram or hard drives if needed.
* Review policies and procedures, on tested controls and conduct screenshot testing of system configuration of technical controls.
* Provide weekly status report to the client on my assigned systems and any update taking place in them.
* Prepare Security Assessment Reports (SAR) in which all the weaknesses are reported.
* Perform Security Assessments to determine if controls were implemented correctly, operating as expected and meeting desired objectives.
* Managing VoIP Cisco phones for all clients an agents.

**US Bank** Energy Park St. Paul, MN *May 2017- December 2018*

**Network Systems Specialist 1**

* Creating and Running SQL reports
* Using ITSM to record and create implantation records
* adhering to defined systems standards and solution designs as specified by those engineers with more experiential knowledge and seniority
* Adheres to the required standards and discusses options for compliance with other team members and internal/external customers.
* Completes testing documentation, as required, for customer testing
* Coordinates with application teams, as needed, for a complete customer test
* Ensures completeness of implementation records and accuracy of data entry.
* Customer Service

**Western refineries (Contract),** St. Paul Park, MN *December 2016 - February 2017*

**Desktop Support Analyst**

* Desktop Support 3rd level
* Imaged/Reimaged Windows 7 and Windows 10 computers
* Inventory control
* Asset Management
* Printers/scanners support
* Asset Management
* Customer Service

**Boston Scientific (Contract),** Arden Hills, MN *June 2016 - December 2016*

**Desktop Support Analyst**

* Desktop Support 2nd level
* Imaged/Reimaged Windows 7 and Windows 10 computers
* Genius Bar Support
* Asset Management

**Gertens Greenhouse,** Inver Grove Heights, MN *December 2015 - May 2016*

**Desktop Support**

* Desktop Support 1st and 2nd level
* Imaged/reimaged
* Inventory control
* Printers/scanners support
* Managed and trained Interns

**Target,** St. Paul, MN *July 2015 - January 2016*

**Mobile Sales Associate**

* Configured new mobile devices for customers
* Customer Service
* Documentation

**EDUCATION**

**IT Networking and Security Degree** *May 2015*

Hibbing Community College Hibbing, MN

# CERTIFCATONS

**CAP (in Progress)**

**TECHNICAL SKILLS**

* **Microsoft Office (Word, Excel, PowerPoint, Outlook)**
* **McAfee, Outlook**
* **Metasploitable**
* **Nessus**
* **Web Inspect**
* **SharePoint**