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www.github.com/GreyKeyStudios

Information Technology Professional | Security+ Certified

Security+ certified IT professional with 10 years of experience supporting enterprise users and troubleshooting hardware/software/network issues. Built hands-on Cybersecurity portfolio projects including Splunk SIEM dashboards, incident case-files, and Python-based threat intelligence automation using VirusTotal, AbuseIPDB, and AlienVault OTX. Strong customer service skills, documentation, ticket-driven workflows, and clear communication of technical findings to both users and technical teams.

CERTIFICATIONS / TECHNICAL PROFICIENCY

CERTIFICATIONS

- **CompTIA Security+**
- **Cisco Certified Support Technician (CCST) – Cybersecurity**
- **CompTIA A+**
- **Microsoft Azure Fundamentals (AZ-900) -In progress**

TECHNICAL SKILLS

- Operating Systems:** Windows, Linux (basic), macOS (basic)
Ticketing / ITSM: ServiceNow, Salesforce, Jira
Endpoint / Admin Tools: Active Directory, Azure Portal (Entra ID), Intune, SCCM
Remote Support: Bomgar, Dameware, TeamViewer, Zoom, NextThink
Backup & Recovery: Veritas NetBackup
Networking / Platforms: Cisco, Meraki Dashboard

WORK EXPERIENCE

Amplifon – Minneapolis, Minnesota
Store Support Specialist

July 2025 – Present

- Provide front-line IT and operational support for store leaders and franchise teams, resolving system issues impacting daily workflows.
- Troubleshoot mobile applications, internal web tools, account access issues, and device connectivity (Bluetooth hearing aids, store tablets).
- Perform Tier 1 triage for escalations including system access requests, training platform issues, account creation, and foundation/complaints routing
- Maintain HIPAA compliance by securely handling PHI/PII and sending encrypted communications when required.
- Escalate complex issues to internal teams while ensuring clear documentation, follow-up, and resolution tracking.
- Identify recurring issues and recommend workflow/documentation improvements to increase first-call resolution.

NTT Data – Remote, Minnesota
Senior Helpdesk Support Analyst (Managed Services / US Bank)

June 2023 – December 2024

- Provided Tier 2 technical support for enterprise banking users, resolving escalated hardware, software, and network issues beyond Tier 1 scope.
- Supported users in a regulated financial environment, following strict identity verification, access control, and compliance procedures.
- Documented incidents and escalations in ServiceNow with audit-ready notes, proper categorization, and accurate resolution tracking.
- Troubleshoot Windows systems, VPN access, authentication issues, and application outages using remote support tools.
- Assisted with account access recovery including password resets, MFA support, and access restoration.
- Maintained high-volume ticket performance while meeting KPIs for quality documentation, first-call resolution, and customer satisfaction.

Veritas Technologies – Roseville, Minnesota

Nov 2022 – Nov 2023

Technical Support Engineer

- Provided enterprise technical support for Veritas NetBackup customers, resolving backup, recovery, and storage incidents in production environments.
- Troubleshoot backup failures, restore issues, policy misconfigurations, and client/server communication problems across Windows and Linux.
- Supported secure backup practices including encryption configuration, access control considerations, and data retention best practices.
- Partnered with engineering/escalation teams to investigate product defects, performance issues, and vulnerability patching efforts.
- Assisted disaster recovery workflows including restore testing, recovery validation, and incident documentation.
- Maintained detailed case notes, logs, and troubleshooting documentation to support escalations and resolution tracking.
- Recommended best practices for system hardening, patch management, and backup integrity validation.
- Analyzed system logs and NetBackup debug output to isolate root cause and confirm remediation.

Compucom Systems Inc – Edina, Minnesota

March 2016 – Nov 2022

Configuration Associate (Managed Services / Ameriprise Financial)

- Supported Ameriprise franchise offices with workstation deployments, hardware replacements, and end-user setup in a financial services environment.
- Provisioned and configured new/replacement computers, assisting with login, peripherals, software installation, and workstation readiness.
- Supported enterprise Windows 10 migration efforts and device refresh workflows.
- Managed Surface Pro refurbishment program by re-imaging devices, validating configurations, and coordinating shipment logistics.
- Configured and supported Cisco Meraki routers, assisting with circuit setup, connectivity troubleshooting, and deployment readiness.
- Created internal training documentation and workflow guides to standardize processes and reduce repeat issues.
- Trained and on-boarded new team members on imaging, deployment procedures, and customer support workflows.

EDUCATION & CERTIFICATIONS

CompTIA Security+ (SY0-701)	Certified, 2025
Cisco Certified Support Technician (CCST) – Cybersecurity	Certified, 2025
IT Career Lab, National Able Network – Chicago, IL	
<ul style="list-style-type: none">Completed hands-on, instructor-led training in Cybersecurity essentials.Obtained Cisco CCST Cybersecurity certification	
CompTIA A+	Certified, 2017
Minneapolis Community and Technical College – Minneapolis, MN	2010-2014
A.S. in Sound Arts – (Incomplete Coursework)	
High School for Recording Arts – St. Paul, MN	2004-2006
High School Diploma	

Experienced in AI-assisted software development workflows, using tools such as Claude, Cursor, and v0 to accelerate prototyping and troubleshooting while maintaining ownership of architecture, testing, and final implementation.

WEB DEVELOPMENT & DIGITAL PRESENCE

Selected Web Projects

Built and deployed websites using Next.js and Cloudflare Pages with custom branding, media streaming, e-commerce, and API-driven features.

Grey Key Studios – greykeystudios.com

SBM Inc – sbminc.org

Zachardee Holdings – zachardeeholdings.com

D Lee's Cuisine – dleescuisine.com

Papa Vaughn's BBQ (in progress)

Me To We LLC (in progress)

Stack House Portfolio (in progress)

Cybersecurity Portfolio

Selected Projects & Labs

Portfolio demonstrating SIEM monitoring, incident response case-files, threat intelligence enrichment, and defensive security labs.

SOC Portfolio: <https://soc.greykeystudios.dev>

GitHub: CyberSecurity-Projects

Cloud Resume Challenge:

<https://resume.greykeystudios.dev>

Challenge Reference: The Cloud Resume Challenge (Azure)

Founder & Creative Director, Grey Key Studios

Established and manage Grey Key Studios, an independent music label and creative platform. Oversee all aspects of music production, branding, and digital presence, including website development, artist identity creation, and release strategy.