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Objective

To obtain a career opportunity and be a part of a growing company that offers diverse experiences and utilizes my strong work ethic and ambition. To offer outstanding service to your organization through hard work and exemplary work ethics.

Experience

Delta Airlines (IT Auditor) **2021**

October 2015- December

- Planning, executing, and reporting on audit engagements over Delta's technology environment;
- Preparing work papers to adequately document audit work performed to support testing results;
- Writing quality and accurate reports that highlights findings, conclusions, and recommendations;
- Auditing IT systems throughout Delta and subsidiaries;
- Coordinating regulatory based technology reviews (i.e., PCI/PII/SOX);
- Completing data security audits and ad-hoc projects upon request;
- Utilizing data analysis tools and languages (e.g., SQL, Tableau, SAS, etc.) to streamline or automate common audit tasks, to support IT and business-related audits, and to conduct forensic investigations; and,
- Follow-up on finding recommendations to management and participate in recommendation tracking for discussion with senior management and the Audit Committee.

Irshad Learning Center, Eden Prairie

-IT Helpdesk

January 2013- May 2015

- Troubleshooting day-to-day customer issues and provide direct support to clients by phone, email, and CRM tools.
- Work with the client to communicate important information about system maintenance, changes and events, and to address client concerns regarding any aspect of the services.
- Interaction with third-party vendors such as IBM and HP dispatch.
- Maintenance operations and administration of proprietary systems.

- Coordination and collaboration with various business units.
- Assisting other Analyst with problem solving and escalation procedures.
- Accessing an issue and provide management with well-conceived short- and long-term actions for restoration of service
- Prepare documentation for troubleshooting.

Security Officer/Help Desk -American Security, LLC

Lifetouch Corporate Studios, 11000 Viking Drive Eden Prairie, MN August 2010- March 2012

- Monitored CCTV and Checking in employees.
- Patrolling parking lot for unusual activities.
- Answering and directing phone calls to employees.
- Creating and posting schedules to conference rooms and sorting mail for employees.
- Writing daily reports on daily observations.
- Responsible for the overall building security and safety of staff, client, and visitors.
- Responsible for detecting, deterring, and reporting of incidents and occurrences.
- Responsible for writing all incidents reports and daily activity reports.
- Keep track of the overall security while using private access data's to ensure the safety of the overall environment.

Flow Team Member

Target Store, Eden Prairie, MN February 2008-June 2010

- Pull merchandise from the stockroom to the sales floor.
- Stock merchandise on the sales floor.

- Locate and place any extra merchandise into the stockroom.
- Keep the receiving area and stockroom clean and safe.
- Other assigned duties as requested.

Education

Eden Prairie Senior High School (2003-2007)

HS Diploma

Metropolitan State University (2011-2014)

Skills

- Great team player, excellent interpersonal skills and driven to solve problems.
- Reliable, Prompt, and accurate in completing job tasks and duties.
- Looking to provide dedication and loyalty to employers, coworkers, and clients.
- Ability to learn complex tasks and resolving company's needs in a timely manner.

Proficient in Microsoft Excel, PowerPoint, Word