CONSULTANT

Summary

PC Technician, Security Analyst, and Security Services - Identity Management

Solutions-oriented with notable success in a broad range of corporate IT initiatives, while participating in planning and the implementation of policy and procedures, set standards for reference and training.Â

Create and maintain procedures for end users and support staff to increase productivity and support for the end user.Â

A track record of increasing responsibility in network security, systems analysis and IT development.Â

Works with IT department staff and management to inform of processes and procedures and training as needed.Â

Clearly understands the importance of SLA agreements and standards for all incidents and cases.

Skills

- Microsoft WindowsÂ® operating systems Windows NT, 2000, XP, Vista, and Win7.
- iSeries IFS, iSeries Navigator, IBM Tivoli
- Administration tools for Windows Server 2003-2008
- Networking: TCP/IP, SMS, WSUS, Ethernet, VPN, SecureID
- Active Directory Users and Computers
- Hyena v.7.3,
- Lotus Notes, LAN Manager, Sophos Virus Protection Utilities, WebSense, Norton
- Lawson
- Surveillix Central Station RSA
- Authentication Manager, Citrix, Remedy, GWI Help Desk

- Solutions, Unix Reflection Manager, Putty, Kana IQ Resource Manager, PC
- Anywhere, NetOp, Telnet.

Experience

Consultant , 06/2012 to 07/2013 Company Name i¼ City , State

- Responsible for upgrading and replacing Windows XP PC's to Win7 OS for a +3000 employee company.
- Creating and updating asset management for new and to be disposed of equipment.
- Working with network team to ensure port closure and security.
- Contacting and working with vendors and Project Management for best practices on upgrading machines and hospital equipment.
- Senior contact person for Service Desk personnel on procedures and training Inventory and audits of clinics surrounding and hospital for hardware and software and machines to be replaced Creating new procedures for company Service Desk employees and end users to follow after upgrading software installations Installing and configuring new hardware and software for new OS platform Training end users on software hardware changes Creating and editing user accounts in Active Directory Working with network group to ensure port closure for security Contact/support person for Service Desk employees.

Field Services Technician II , 01/2011 to 11/2011 Company Name i¼ City , State

- Front line support for 10,000 Wal-mart Stores and Sam's Clubs worldwide.
- Provide technical support for usability and critical site issues.
- Front line support for down store situations working with development and specialty teams to restore connectivity to down ISP and networking equipment.
- Front line support for software-hardware related that stores or clubs may encounter.

PC Technician III/Security Analyst , 08/1998 to 01/2010 Company Name i¼ City , State

- Front line phone support for US and Mexico terminals, connecting remotely to correct PC software issues, installation of software.
- Support and monitor the security log management environment and user account administration.
- Monitor records and control changes in order to maintain network security.
- Collaborate with system engineers and infrastructure team on solutions to mitigate risks and enhance system security.
- Develop procedures and facilitate awareness training for management and employees.
- Participate defining and implementing overall security strategy, policies and procedures.
- Documenting security projects, task planning, research, testing and implementation.
- Create and maintain company wide iSeries IFS authorization lists on files and or directories.
- Create and maintain user accounts within the company including iSeries IFS authorization lists on files and directories.
- Key member of creation and maintenance of 800 Active Directory accounts; iSeries profiles.

Help Desk and PC Technician , 08/1990 to 03/1998 Company Name i¼ City , State

- Involved in the setup and delivery of leased PC's in the Commodity area.
- Provided consultation to users, by solving problems over the telephone or by generating Help Requests.
- Provided customer support for Win95 and WinNT 4.0.
- Ability to identify and troubleshoot hardware and software.
- Install and support hardware and software, including Lotus products, Microsoft products, Client Access and NetSoft , Internet, and AutoCadLT.

- Certified with Dell Optiplex, Dell Latitude and Micron Certification.

Education and Training
Associate of Applied Science : Computer Systems and Network Technology , October 2000 Vatterott College ï¼ City , State Computer Systems and Network Technology
Skills
a +, Active Directory, asset management, Citrix, hardware, consultation, Client, customer support, delivery, Dell, editing, Ethernet, phone support, Help Desk, IBM, ISP, Inventory, IQ, Lawson, Lotus, Lotus Notes, Micron, Microsoft products, Access, LAN Manager, Win7, 2000, Win95, WinNT 4.0, Windows NT, Windows XP, Navigator, network security, network, Networking, Norton Ghost, operating systems, OS, PC's, PC Anywhere, PC software, personnel, policies, Project Management, research, SMS, Sophos, strategy, TCP/IP, technical support, telephone, Telnet, Tivoli, troubleshoot, Unix, upgrading, Utilities, VPN, Vista, Windows Server