

INFORMATION TECHNOLOGY PROVISIONING TECHNICIAN

Career Overview

Process driven, goal oriented, Information Security Leader with 5 years of IT and security experience. A self-motivated Governance manager that is adept at analyzing and remediating threat vectors on an enterprise level. Bolsters corporate strategy, enhances daily security operations and delivers improved and optimized business protection, while leading a geographically diverse team adept at problem solving and risk analysis. Audit and Control Establishment Immediate Value Offered Technical Acumen Maximize technology investment, effectively implement IT business strategy, drive innovation, improve business processes, expand service & technical STRATEGIC PLANNING & ENABLEMENT capabilities and maximize multi-million dollar cost savings

Qualifications

BUSINESS PROCESS IMPROVEMENTS Partner with teams to create efficient cross-functional processes by eliminating CONTRACT NEGOTIATIONS COST SAVINGS INITIATIVES AD, DNS, TCP/IP, Microsoft Exchange, Rapid7 Vulnerability Assessment Platform, Firewall, IDS/IPS, Web Filter/Proxy, Mail

Accomplishments

- Influential change agent focused on renewing quality initiatives for complex IT IT SOX GOVERNANCE & COMPLIANCE Outstanding Mentoring skills, adept at coaching junior and senior personnel, portfolios while collaborating cross-functionally and interdepartmentally increasing growth and confidence among team members FINANCIAL POLICIES & FORECASTING PROJECT Deployment & REPORTING PROJECT SCOPE AND SCHEDULING Provide ongoing management of Information Security practices, specifications, and architecture design facilitating continuous organizational improvement Security INFRASTRUCTURE IT ANALYTICS & ORIENTATION Progressive experience with managing enterprise security initiatives and culture and the development of appropriate audit procedures, policies, managing IT SOX governance & compliance to build a risk-based security escalation paths, tracking, documentation, and a highly trained team proficient Management Experience in enforcing key SOX requirements throughout the enterprise PROGRAM MANAGEMENT CROSS FUNCTIONAL COLLABORATION coupled with enterprise policy creation and negotiation acumen Possess comprehensive technical background and management experience RESOURCES UTILIZATION TRAINING & DEVELOPMENT Ensure business continuity and manage technology risks through information CHANGE MANAGEMENT assurance scoping, raising security awareness, bolstering systems, deploying.

Work Experience

08/2013 to 11/2013 Company Name - State

- McAfee EEP).
 - Worked with multiple departments and executive teams to ensure a timely and complete roll-out of product.
 - Served as a technical lead and a tier 2 escalation resource for multiple applications and operating systems.
 - Support included Windows (XP and 7), Linux (Red Hat), and Mac (OSX).
 - Administration, troubleshooting, reclamation, and issuance of RSA soft and hard tokens.
 - Served as main escalation point for de-synchronization issues and hardware-based troubles.
 - Led the executive support team which provided "white-glove" support for director level and above Active Directory administration ranging from SSO integration to forest creation, to simple user administration.
 - Identified,.

Information Technology Provisioning Technician , 10/2012 to 08/2013 Company Name - City , State

- researched and resolved AD issues relating to advanced administration and GPO creation.
- Provided remote and local support to an employee base of over 7000 employees, contractors, and consultants.

- Resolved complex hardware and software issues, and served as tier 2 and 3 support when needed.
- Utilized multiple ticketing systems to track customer issues, including Numara Footprints and Kayako Provisioned, troubleshot, and repaired laptops, desktops, MiFi's, and corporate cellular phones Managed the network operations center, which serviced upwards of 100 clients over multiple geographic locations with.

Information Technology Consultant , 12/2011 to 02/2013 Company Name - City , State

- varying degrees of service contracts, in significantly diverse environments.
- Utilization of N-Central monitoring and patch management platform to audit and report on customer compliance and software usage statistics to prepare and present recommendations to increase security and productivity of the business Architected, implemented, and documented various Exchange and Active Directory deployments within each customer's individual ecosystem, and tracked utilization statistics to increase revenue for the operations center.

Company Name - City , State

- Responsible for Enterprise Information Security and Architecture, Risk Management and Compliance, understanding business Information Security & Compliance Manager SolarCity, SAN MATEO, CA November 2013 - PRESENT Issues and concerns, determining business and security requirements, designing architecture and applying Security Technologies to mitigate risk and ensure compliance with SolarCity policies and standards.
- Implementation and administration of forensic imaging enterprise solution.
- Utilized to conduct covert and overt collection and analysis of at-risk employees Creation and maintenance of IT SOX identified by our Legal team.
- Governance and Compliance program Outstanding mentoring skills, adept at coaching junior and senior personnel, increasing growth and confidence among team members.
- deployment of Vulnerability Assessment Concept-to-completion driver for the platform Interdepartmental mediator focused on converting identified risks, divergent - programming and non-compliant applications and software into enterprise- level solutions complete with policy guidance and remediation measures Vendor assessment, negotiation and then implementation of an upgraded security Managed Information Security projects, including planning and development of platform including firewall, proxy, new processes and technologies in areas of intrusion detection and response, category-based filter and VPN management of vulnerability assessment practices, and vpn authentication.
- Reduced the total cost of ownership for our Anti-Virus system by streamlining the Identified technical/mobility improvements to physical security designs, Author and maintain all Information deployment and administration processes providing a risk-based methodology, increased incident management landscape Technology, and Information Security and reduced operational expenditure policies for the enterprise Administered and coordinated the conversion of existing whole disk encryption platform (Symantec PGP) to new platform.

Education and Training

Associates of Arts and Sciences (AAS) : Business Administration Software Technology Business Administration Software Technology

Associates of Arts (AA) : Information Technology Heald College Information Technology

Associate of Applied Sciences (AAS) : Network Security Heald College Network Security

Comptia A Certification Comptia Security Certification

Skills

A Certification, Active Directory, AD, Anti-Virus, BUSINESS PROCESS, coaching, Compliance Manager, CA, hardware, Concept, CONTRACT NEGOTIATIONS, contracts, conversion, encryption, clients, designing, desktops, Disaster Recovery, DNS, Firewall, functional, Gateway, IDS, imaging, Information Security, laptops, Legal, Linux, Mac, director, McAfee, mediator, mentoring, Exchange, Microsoft Exchange, Mail, Windows (XP, negotiation, Enterprise, network, Networking, operating systems, personnel, policies, processes, programming, Proxy, Red Hat, RELATIONSHIP BUILDING, Risk Management, SAN, statistics, Symantec, TCP/IP, Technical Trainer, phones, troubleshooting, VPN, Author