



PROFILE

Welcome to Resume! I am a forward-thinking, motivated person that enjoys learning many aspects of IT Administration & Security. Currently, I am supporting hosted applications which allows me to dive into Windows server 2008,2012,2016 as well as troubleshoot java issues on Linux servers.

I have dabbled in a little of everything from SQL and python scripting, configuring secure network connections via WinSCP.

I also process any request from the hosted clients ex: password change in Citrix or a hosted application. Most of the day is spent diving into logs to find out what caused the latest issue.

CONTACT

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HOBBIES

Fishing
Gaming
Ranked on Tryhackme.com
Ethical Hacking- Hackthebox

KARMAINE OLIVER

Application Support Analyst

EDUCATION

Florida State College at Jacksonville

Associate of Science – Information Technology

2018 – 2020

Florida State College at Jacksonville

2020-May 2021

Bachelor of Science – Information Technology Management

WORK EXPERIENCE

FIS - Application Support Analyst

2019–2020

Support Hosted server technologies. Monitor and resolve security incidents based on logs. Review and update Python and SQL scripts.

Microsoft - Production Support Engineer

2018–2019

Support Microsoft commercial programs. Daily tasks include product testing, working bugs with Microsoft Secured Accounts and Microsoft Applications. Report and Resolve Xbox Live. Credential Management, MFA, IAM support. Support international Gamertag requests.

Citi - Fraud Application Technical Analyst

2016–2018

Support Fraud business applications. Troubleshoot client Citi applications. Apple device application support. Reset application access. IAM security support. MFA support.

SKILLS

