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|  |  | Karmaine Oliver  Application Support Analyst |
| 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 PHONE:  904-555-5555  EMAIL:  Olivkd1@students.fscj.edu Hobbies Fishing  Gaming  Ranked on Tryhackme.com  Ethical Hacking- Hackthebox |  | EDUCATIONFlorida 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 EXPERIENCEFIS - 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** |