

First M. Last

City, State ZIP • (###) ###-####
#####@gmail.com • linkedin.com/in/#####

Strong IT Help Desk Technician looking for a deeper role in vulnerability management. I have supported every aspect of endpoint detection and response and helped identify and remove indicators of compromise. I am looking for my next full time opportunity large technology company in the greater Seattle area to grow myself and my new team.

Top Skills

- **Vulnerability Scanning** – 2+ years leveraging OpenVAS in my home network. Additional experience with Qualys (1 year) and BigFix (6 months). Know how to use CVSS/CMSS vulnerability scoring systems to help drive prioritization.
- **Patch Management** – Good understanding of Windows and Linux patching
- **Risk Manager** – Experienced at prioritizing vulnerabilities and making remediation timelines
- **Effective Cross Functional Communicator** – 2+ years working daily with multiple global teams (security operations, IT operations, application support, etc.) to remediate vulnerabilities. Excellent with task tracking and follow-up.
- **Cloud Security** – Working towards AWS Associate Cloud Security Certificate. Expected December 2021.

Job History

Amazon, Seattle, WA

IT Help Desk Technician

08/2017-Present

I deliver results to our customers while representing the entire IT department to our company. I also collaborate regularly with members of 2nd and 3rd level tech support as well as the IT Security team.

- Reduced the number of severity 4 and 5 vulnerabilities in our network by an average of 93 per week, while reducing time to deploy security updates by 74% and customer satisfaction by 31% between 2018 and 2020.
- Resolved reported incidents related to the deployment of “next-generation” antivirus package to 80% of company’s 5,000 endpoints which reduced reported incidents by 45% over the following 12 months
- Upgraded 225 Windows 7 computers to Window 10 so they can continue to receive timely security updates.

Previous Company, Location

Job Title

MM/YYYY- 08/2017

Tailor your Job History section to the job description. Emphasize the skills listed above. Use hard-hitting bullets. Do not write an essay. Use important keywords and accomplishments that speak to your ability to execute. Work the hard skills and keywords found in the job description right into your resume.

- You get 3 bullets for each job.
- You can have 1 more bullet for each additional year you worked there.
- And, your most recent two jobs can have up to 5 bullets

Education/Certifications

Bachelor of Science in Information Technology (BSIT), City University of Seattle

CompTIA Secure Infrastructure Specialist (CSIS)

CompTIA Security+

CompTIA Network+

CompTIA A+