\STEPHEN TUFFOUR

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# IT Professional

**PROFILE SUMMARY**

Detailed-oriented, creative, and forward-thinking IT professional, with years of comprehensive experience in all aspects of IT and computer management. Adept at regularly assessing infrastructure to assure quality standards, managing the day-to-day operations of the IT department, developing new procedures and strategies to increase efficiency, protecting proprietary data through regular security updates and presenting IT key performance indicators to non-technical stakeholders. Skilled in managing hardware, software, networking, and solving problems, security assets, and file and integrity monitoring where I verify and validate software files/processes, determining the state of condition it is in. Articulate communicator; accustomed to developing and maintaining positive relationships with all levels of individuals of diverse backgrounds.

# PROFESSIONALLY SKILLS

* Leadership and organizational abilities, interpersonal and communication skills.
* Knowledge of IT management best policies, practices, implementation and formulation.
* Highly motivated, organized, forward-thinking and extremely detail-oriented.
* Capable of managing multiple tasks with an emphasis on retaining quality standards.
* Exceptionally well-organized, with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal and corporate goals.
* Possess knowledge of business working requirements andprocedures.
* Possess excellent management and organizational skills.

# AREAS OF EXPERTISE

* IT
* Technical Troubleshooting
* Data Analysis
* Hardware Configuration.
* Software Installations
* Vendor Management
* Sharepoint
* Systems Upgrades
* Desktop Support
* Splunk
* Programming
* Active Directory
* Quality Assurance
* Cherwell Management System
* Backup and Replication
* Network Administration
* Troubleshooting
* Application Administration
* Server Administration (Microsoft)
* Business Process Optimization
* Tripwire Enterprise

# PROFESSIONAL EXPERIENCE

**Data Analyst**/**Sr Technology Business Consultant Wells Fargo (Collabera) | March 2021 – Present**

* + Performing http error Splunk queries to determine difference types of error codes that are occurring on variations of APIs that our clients deal with.
  + Creating Splunk graphs/dashboards.
  + Handling open tickets assigned to me dealing with client-side issues, through Service desk & Jira.
  + Analyzing & gathering Tableau data/metrics to compare with outages that are occurring with live API’s.
  + Performing v-lookups & pivot tables that correlate to past-driven data to understand month-to-month trends.
  + Working with WF India & executing weekly reporting/proactive monitoring on api errors that we support for WF vendors.
  + Collaborates with customers on safe product setup and deployment, as well as how they align and comply to appropriate security policies and standards in order to reduce security vulnerabilities.

**Cyber Security Analyst**

**Charter Communications (Beacon Hill Staffing Group**) **| February 2020 – March 2021**

* + Navigating, uploading, editing, files/tasks on Sharepoint and Syncplicity.
  + Monitoring health behaviors, between different nodes existing on the Tripwire console.
  + Creating pivot tables from vendor security assets and then creating excel dashboards/graphs to visualize the data.
  + Monitoring ticketing queue from the Cherwell management system that deal with servers that need to promoted or decomm’d.
  + Dealing with large databases from different vendors and mapping contractors based on their ID’s and Charter devices, by executing v-lookups.
  + Dealing with flagged PCI applications and the application owners/VP’s in regards to setting up an onboarding processes, based on compliance & assurance requirements.
  + Adding applications to existing application tag sets on Tripwire
  + Performing node searches and editing server tags on Tripwire in order to execute a decommission.
  + Performing version time searches on Tripwire in order to promote applications that are requested on Cherwell Service management.
  + Vendor security management, organizing and saving hundreds of email conversations from each vendor onto Syncplicity.
  + Reading Tableau data that dealt with applications I would retrieve information about to help me with on- boarding processes for application owners.
  + PCI Compliance protocols and processes with applications that are monitored for file integrity monitoring.
  + Dealing with vendors to make sure that their security assets are compliant with Non-Charter devices.
  + Import/export Windows CMMC rules & policies onto Tripwire consoles.
  + Performed Splunk searches and analyzing file data, needed based on vendor criteria.
  + Imported Excel files onto Tableau to perform data visualization, between Charter/Non-Charter assets for current vendors.

**IT Specialist**

**Osei Enterprises, LLC | December 2016 - February 2020**

* + Database planning: creating schemas, entities and the attributes to execute appropriate database.
  + Communicating between clients and vendors to perform quality databases to meet criteria.
  + Create pivot tables to summarize monthly sale reports to ensure quarterly quotas are met.
  + Perform v-lookups to organize and specify inventory fund costs.
  + In charge of data management to keep up with revenue streams within different business entities.
  + Database design: creating multiple tables & querying data from each table using basic SQL commands.

**Software/Business Analyst**

**VVS, LLC | Remote/Charlotte, NC**

January 2017 – Present

* + Used Tableau to execute excel data in order to incorporate detailed data visualization through Tableau’s mapping capabilities.
  + Created a database that incorporated every feature on a mobile application to assure over 90% passing ratio.
  + Created quality assurance templates for testers to use for beta-testing mobile application.
  + Used VSTS Microsoft platform to facilitate: software bugs/errors, create sprints and backlogs.
  + Research & Development where intensive research was made to further obtain knowledge and expertise on the parking industry in order to gain better insight on client needs.
  + Worked on AWS console managing domains & renewing SSL certificates.
  + Renewing IOS distribution deployment certificates, through Apple developer account.
  + Facilitated AWS Cloud-front redirection distribution for customized domains.
  + Created infographic/sales-marketing documents in order to market out all applications for potential cliental.

**Data Analyst**

**Tire Intelligence | June 2016 - August 2016**

* + Helped reach over 50,000 qualified data sources using the data capture application over a two-month period, exceeding the monthly quota.
  + Collected, mined, and analyzed the diverse data elements and sources to support various initiatives throughout the system using in house software (Tyrewatch).

Worked diligently with developers to understand and collect data in order to create interactive websites and applications.

**Independent Car Salesman**

**Green Air Automotive | January 2012 - October 2014**

* + Generated $20,000 increase in profit with two business partners in 2nd year of car sales, using online sales-force marketing tool.
  + Worked with marketing team to setup efficient online consumer targets to increase sales.
  + Negotiated with customers to close on deals in return ensuring that we met weekly sales quotas.

**Assistant Manager**

**Mikes Food Mart | June 2005 - December 2011**

* + Keptmanagementinformed by submittingactivity and resultsreports, such as dailycallreports,weeklyworkplans, and monthly annual territory analyses.
  + Recommended changes in products, service, and policy by evaluating results and competitive developments.
  + Supervised 3 employees on everyday tasks.

# RELEVANT PROJECTS

* Created a real-time chat, using socket.io.
* Implemented Node.js as the runtime engine.
* Created File Transfer Protocol to virtually exchange information in the cloud.
* Bash shell/Visual Studio Code Terminal to create repositories and run commands.
* Used Adobe InDesign to create an application feature diagram for a mobile application.
* Used Cypress.io, implementing JavaScript to execute minimal scripts to test & automate a hybrid mobile application.
* Used Selenium IDE, implementing test cases to test a web application.
* Used Selenium Web-driver &executed test scripts to test and automate web applications through Google Chrome browser.

# LEADERSHIP EXPERENCE

**49th Security Division | Carolina IT Professionals Group (CITPG)**

# TECHNICAL SKILLS

* Test Automation – Cypress.io, Selenium test suite: Web-driver, IDE
* Network communication tracking
* Software Testing- Test plans, Test case, Bug reporting
* Data Analytics- Qualifying, Troubleshooting, Debugging
* Adobe InDesign/Photoshop
* CMDB
* Google Chrome Developer Tools
* ServiceNow
* SQL server
* Cyber-security, Information security, Internet security, FIM, Compliance & Assurance
* Development- Introductory Python, JavaScript, CSS, HTML

# EDUCATION

**Bachelor of Science in Computer Science**

The University of North Carolina at Charlotte Graduation | December 2016

# CERTIFICATIONS

**TEST OUT**

* PC Pro Certified