Richard Breau

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OBJECTIVE

To obtain employment in the information technology field.

EDUCATION

February 2020 – September 2021   **Eastern College**

   Advanced Systems Management and CyberSecurity

   Graduated with distinction

September 2000-2001   **CompuCollege**

   Accounting with Computer Applications

CERTIFICATION

COMPTIA SECURITY +
COMPTIA A+

TECHNICAL SKILLS

- Bilingual
- Problem Solving
- Powershell
- Microsoft Office
- Analytical Thinking
- Networking
- SQL Server Administration
- Linux Administration
- Win Server Admin

EXPERIENCE

10/31/2021 TO 09/13/2023   **Bulletproof GLI Group**
BILINGUAL TECHNICAL / SECURITY ANALYST

- Being a point of contacting for customers to assist with technical issues such as:
- Taking all relevant information to create a ticket to ensure the issue is clear.
- Add or removal of programs, Apps or software used by various companies.
- Connecting customers' systems through VPN to their company servers.
- Upgrading software and programs used by the customer such as Sage, and Forticlient.
- Assist with general cleaning and scanning of machines when reports of slowness.
- Communicating with effective language the customer can understand.
- Ensure that application/data security is met through compliance with policies/procedures.
- Track requests are completed within key performance indicator limits and escalation if required.
- Investigative of different systems for potentially malicious malware, ransomware attacks
- Examining and monitoring the systems 20 plus tenants
- Analyzing and actioning alerts coming into Microsoft Sentinel ensuring compliance with policies/procedures to remediate the problem

05/01/2021 TO 09/30/2021   **Service New Brunswick (work placement)**
ACCESS MANAGEMENT ANALYST

- Supported departments, manage access for:
- Users, Groups, Mailboxes, Instant Messaging and Public Folders Remote Access Service, Network Shares
- Ensure that application/data security is met through compliance with policies/procedures
- Ensure requests are completed within key performance indicator limits
- Assist in the development and documentation of new processes

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09/10/2018 TO 10/13/2020   **Horizon Health Network**

ACCOUNT RECEIVABLE CLERK

- Contact with clients regarding overdue accounts and document all complaints
- Reconciliation of accounts for balancing and accuracy
- Data entry of payments and of invoicing to business clients
- Taking payments for customer accounts
- Verifying accuracy of accounts

8/31/2015 TO 9/7/2018   **Service New Brunswick**

DEBT MANAGEMENT OFFICER

- Contact students regarding overdue accounts
- Data entry of payments made from students, as well as new client information
- Perform skip trace to locate customers when contact information has changed
- Calculate and negotiate payment options with client affordability for available programs
- Answer account inquires and inform client of relevant guidelines and policies
- Maintain and update client information within Oracle Account Receivable System
- Verifying accuracy of data for bankruptcy
- Reconciliations of accounts

8/5/2014 TO 8/28/2015   **NBISA**

TRIAGE OFFICER

- Assisted in weekly statistical analysis, to determine forecast as well as goal achievements.
- Create and update Standard Operating Procedures
- Perform skip trace to locate customers when contact information has changed
- Answer account inquires and inform client of relevant guidelines and policies
- Data entry and reconciliation for accuracy of accounts
- Maintain files and records (hard copy and electronic)

10/28/2013 TO 8/1/2014   **Post-Secondary Education Training and Labour**

DEBT MANAGEMENT OFFICER (CONTRACT)

- Contact clients regarding overdue accounts, receive incoming calls and document all complaints, as well as any inquiries the client may have.
- Perform skip trace to locate customers when contact information has changed.
- Negotiate using spreadsheet to find payment options that best achieve loan repayment objectives with client affordability.
- Calculate amount to bring account to good standings for available programs.