**Highlights**

Systems Analyst seeking a cyber-security position to leverage my proven experience in creating and supporting technical solutions with an upright security posture. Recognized contributions to:

* **Creating and supporting technical solutions:** *Processes, Procedure, and Policies* 
  + Implement security best practices to Improve performance and meet SLA requirements
* **Strong communicator**: Written, oral and contextual
  + Ability to meet and discuss challenges, opportunities, and solutions with stakeholders ranging from the customer/user to executive leadership.
* **Solid understanding of cyber security knowledge of standards**
  + Assist with mitigating risk, vulnerabilities, and compliance issues

**Career History**

**Sr. Systems Analyst Tier 2/Mobility Support SME, (August 2017 – Present)**

Tractor Supply Company

* Launched processes and procedures for current mobile technology being introduced to a 2300+ retail store environment and 50,000 + endpoint device environment and mobile device management. **IMPACT:** Increase security posture across the chain in retail Technology environment
  + Effectively ensured that all store systems were patched and functional for the business retail operations.
  + Increased visibility and EDR coverage for mobile environment to 97%
  + Reduced impact of environment downtime from 40% to < 10% impacted
  + Contribution to Security Awareness Training

**System Administrator Tier 3, Tech Support (*April 2017 -August 2017)***

Mental Health Co-Op

* Upheld and sustained users and managed systems implementing best practices for access control, group policy, networking, and problem solving. **IMPACT:** Ensured no downtime for IT resources needed while Sr. Admin was on LOA. Implemented Windows Defender and SCCM migration across the environment for future configuration management.
  + Audited network configurations improving productivity and efficiency of workstations
  + Organized and documented Hardware and Software inventory
  + Network troubleshooting Cisco Routers and Switches, DNS, DHCP and TCP/IP troubleshooting
* Maintained and supported server hardware and software, end user systems, user process and procedures
* Assisted with New hire onboarding technical, physical, and access controls

**Jr. Infrastructure Analyst (September 2016 - December 2016)**

Technicolor

* + Provided System administration and support to server/ endpoint and user environment
  + Communicate changes, enhancements, and modifications to stakeholders so that issues and solutions are understood
  + Experience with identifying and communicating security exposures and information security incidents.

***Sr. Print Operations Analyst/Trainer (September 2014 - September 2016)***

Nike Incorporated

***Sr. Service Desk Analyst*** (***October 2012- August 2014)***

City of Memphis

**AV Tech consultant *(March 2013- March 2016)***

SVPTV Network

**Technology Experience:**

* Microsoft Windows Defender
* CISCO iOS
* Windows firewall
* Network Traffic analysis using TCP Dump and Wireshark
* Linux server and System Administration
* Windows Server and System Administration
* Microsoft Active Directory
* *Service Now (SNOW) Remedy, Clarify and Centrify ticketing systems*
* *Dameware, LANDesk, Bomgar, RDP, and SCCM install and remote support solutions*
* *Blade Logic Server and Network Automation*
* *X-store, X-environment, Post-gres databases*
* *Microsoft Azure Endpoint Manager*
* *Air-Watch and Soti Mobile MDM solutions*
* *Crowdstrike EDR*
* *Qradar SIEM*
* *Google cloud Platform*
* *AWS Amazon Web Services*

**Cyber Security Student | Part Time**

* 2019 – Present

**Education:** B.S. in Business Administration/ M.I.S and Computer Science

**Certifications:**

* CompTIA Security +
* ISC2 Cybersecurity
* CompTIA A+
* HealthCare IT Technician