

Tiffany Lee – Desktop Support – Various IT

Objective

Adaptable Seeking to expand career into a more in-depth field, utilizing fresh knowledge in the field of digital forensics. Seeking to relocate to Sagamihara area.

Contact

Tokyo living / California native

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<https://www.linkedin.com/in/ittiff/>

Skills

- Forensic Explorer, Wireshark, Autopsy, FTK, WinHex, Splunk, others...
- Communication: Native English and conversational Japanese. Sensitive to intercultural communication issues
- Experience in secure sensitive information environments: hospital IT (HIPAA) and financial IT (Trade Floor)

Relevant Education

MS DIGITAL FORENSICS / UNIVERSITY OF CENTRAL FLORIDA MAY 2023 GPA 3.56

Tau Beta Pi Delta – I had the honor of first computer science major initiated to the chapter typical reserved for engineering majors. Courses include File Systems Forensics, OS Forensics, Cyber Crime, Incident Response, and more. Upon graduating, students should have the knowledge and skills required to work as a junior examiner in the field.

AS ENTERPRISE SECURITY / DEANZA COLLEGE JUNE 2020 GPA 3.23

Relevant courses in network security, PC security, and Windows administration.

BA PSYCHOLOGY / SIMPSON UNIVERSITY AUG 2012 GPA 3.775

Relevant Experience

ICT Onsite Support Engineer / EIRE Systems @ Airtrunk
Jan 2025 - Present

Dispatched by EIRE Systems to an Inzai datacenter as a solo onsite bilingual support, managing AD/Entra accounts, Intune device policies, VPN (Fortinet), and onboarding/offboarding workflows. Handle data center ops, patching, PC/mobile deployments, and ITSM via ServiceNow, Smartsheet, and Procore.

IT Services and Support Technician / EnWorld Japan @ Dassault Systems
May 2024 – Dec 2024

Dispatch by EnWorld Japan K.K. for APAC bilingual IT Support. Although onsite in Japan, I supported all Dassault APAC offices, including Australia, India, Korea, Singapore, Indonesia, Vietnam, as well as any outside-hours callers for US, Paris, or anywhere worldwide. The ticket volume was extreme, averaging 90 tickets / week.

ONSITE TECHNICAL SPECIALIST / ATOS @ MORGAN STANLEY

Total time: Aug 2018 – April 2024

Onsite Technical Specialist Dec 2021 – April 2024

Dedicated onsite technical specialist for tradefloor operations, exceling in providing swift and efficient support for desktop hardware, network infrastructure, and critical applications. Operating as a Subject Matter Expert, I navigated high-pressure situations, conducting rapid troubleshooting to ensure the seamless functionality of essential systems. Recognizing the sensitivity of tradefloor operations, I prioritized timely solutions to maintain optimal performance in the fast-paced and demanding environment.

Windows 10 Migration Project:

Windows 7 to Windows 10 migration project for a prominent financial securities institution, leveraging my bilingual proficiency in English and Japanese. Managing both software and hardware transitions while upholding the highest security standards. Ensuring the confidentiality and integrity of sensitive financial data throughout the migration process, utilizing linguistic versatility to enhance communication and understanding across diverse teams.

Asset Management and Governance, Replatforming, and Office 365 Migration Projects:

strategically migrating from hardware to cloud technologies for optimized efficiency and compliance. Simultaneously managing the seamless transition to Office 365, ensuring a smooth migration of data and applications to the cloud while enhancing organizational productivity and collaboration.

Relevant courses in abnormal psychology, cross-cultural psychology, and intercultural communication. ASPIRE Program.

1 YR CERTIFICATE /COMPUTER & INFORMATION SYSTEMS: CISCO SHASTA COLLEGE DEC 2006-2019 GPA 3.7732

Phi Theta Kappa, intercultural club, cisco networking tournament champion 2007. I began attending Shasta College while in high school for dual credit, and continued taking courses here over the years in an effort to continuously expand my horizons.

Certifications

CompTIA Secure Infrastructure Specialist – CSIS

Issued Sep 2024 · Expires Sep 2027

CompTIA Linux+

Issued Apr 2025 · Expires Apr 2028

CompTIA Security+

Issued Sep 2024 · Expires Sep 2027

CompTIA Network+

Issued Sep 2024 · Expires Sep 2027

CompTIA A+

Issued Aug 2024 · Expires Apr 2028

Splunk 7.x Fundamentals

Issued Aug 2020

日本漢字能力検定 7 級 Kanji Kentei Level 7

Issued Mar 2020

日本語能力試験の 3 級 Japanese Language Proficiency Test N3 Level

Issued Dec 2016

IT CONTRACTOR / PFI TECH @ DIGNITY HEALTH HOSPITALS

CA, USA Total time: June 2014 – April 2015

I assisted with various IT OS and hardware migration projects at 3 major hospitals and several clinics and administrative buildings in North State CA. <https://www.dignityhealth.org/ourlocations>

Windows 7 Migration Project:

To migrate 3 major hospitals and various clinics from Windows XP to Windows 7 and support both software and hardware migrations while following strict HIPAA security standards.

Kyocera Printer Migration Project:

To Migrate Dignity Health hospitals and clinics from a USB-connected various make and model printer setup to a Kyocera fully networked printer setup.

Single Sign On Implementation Project:

To configure and deploy single sign on technologies using magnetic badges used by medical staff at Dignity Health Hospitals and clinics

JET PROGRAM / AGUNI BOARD OF EDUCATION @ AGUNI ISLAND

I was selected for the prestigious JET Program- <https://jetprogramme.org/en/> I was stationed on a small remote island in Okinawa to assist with various community-enrichment programs. The program highlights English Teaching and English Assistant Language Teaching while the objective is international relations.