**CAREER FOCUS: CYBER SECURITY ANALYST / INFORMATION TECHNOLOGY ANALYST**

Information Technology junior with hardware, software, security, and networking experience. Skilled in troubleshooting and maintenance to resolve technology related issues. Highly motivated and focused to learn and perform new and complex assignments. Strong member of any team.

**IT EXPERIENCE:**

**Application Support Specialist, Volkswagen Group of America / Modis Dec. 2018 – Present**

* Provided quality desktop and mobile support to users across North America
* Utilized LDAP and Active Directory to maintain a secure user database / authentication system
* Used SC2 ticketing system to resolve over 400 tickets monthly with <10% rejection rate.
* Software used: McAfee EPO, Mobile Iron, Go To Assist, SAP, Bold Chat, Listen, Citrix

**Information Technology Specialist – TEKsystems November 2018 – December 2018**

* Provided on—site support to factory and office personnel across 4 campuses
* Utilized Kaspersky Anti-Virus, Active Directory, and Networking systems.

**Information Technology Specialist – Utica Community Schools May 2018 – November 2018**

* Provided support to schools, administration, and mechanical facilities over 30+ sites
* Specialized in Hardware and AV based support
* Resolved over 300 tickets on a monthly basis with <10% follow up needed
* Utilized MacOS, Linux, all Windows versions, networking equipment, and Active Directory

**ADDITIONAL EXPERIENCE:**

**Customer Service / Restaurant / Healthcare related work experience: 2015 – 2018**

**EDUCATION:**

**Bachelor of Science, Information Technology**  **Expected Graduation: December 2020**  
Oakland University

**RELEVANT PROJECTS:**

* Wireshark Network Analysis – Used Wireshark to view and analyze network traffic of our school
* Java – Developed our own snake game to learn about the development process

**TECHNICAL SKILLS:**

Cyber Security | Nist | Information Security | Microsoft Office | Kapersky | Active Directory | Windows | Mac | Ldap | Sccm | Linux | Skype | Firewalls | Network Security | Mcafee | Java | Visual Basic