

Tier 2 Security Operations Center Analyst Tier 2 Security Operations Center Analyst Tier 2 Security Operations Center Analyst * Network Security * Cyber Security * Software Applications Development * Telecommunications Engineering Network Security | Cyber Security | Software Applications Development | Telecommunications Engineering| Work Experience Tier 2 Security Operations Center Analyst DC Government Office - Washington, DC September 2016 to January 2018 Perform analysis and diagnosis of client issues Demonstrate a foundational understanding of the client environment and overall project scope Identify and solve problems using analysis, experience, and judgment Independently perform tasks with some guidance to execute a portion of the project scope Help coordinate and report on cyber incidents impacting the client Provide analysis and trending of security log data from a large number of heterogeneous security devices. Provide Incident Response (IR) support when analysis confirms actionable incident. Provide threat and vulnerability analysis as well as security advisory services Tier 2 IT Helpdesk Technician DC Government Office - Washington, DC December 2015 to September 2016 Responsible for providing end user support and software, hardware, and network assistance Relies on experience and judgment as well as pre-established procedure and instructions to identify, research and resolve technical problems presented through Help Desk tickets Documents, tracks and monitors the problem to ensure a timely resolution Verify with the customer that the issue has been resolved and update the ticketing system Communicate plan, progress, and issues in a timely manner Performs other duties or special projects as assigned Ability to complete multiple simultaneous projects in a timely manner Education Information Technology Northern VA Community College - Annandale, VA August 2014 to Present General Education Old Dominion University - Norfolk, VA August 2012 to May 2013

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