

System Support Analyst System Support Analyst System Support Analyst - BioClinica, Pfizer
Norwich, CT Work Experience System Support Analyst BioClinica, Pfizer - Groton, CT April 2019 to
Present Providing front end administrative support of multiple supply chain specific requests
Running standard SQL queries to output defined datasets Supporting application system releases
Executing scripts and documenting results Providing customer with finalized report Project
Leadership Information Security Specialist Mohegan Sun Casino - Uncasville, CT January 2018 to
April 2019 Responsible for the Provisioning Division including 20 different applications Set up all
account for new hires, transfers. Delete all terminations Participate in auditing accounts and
systems Knowledge and hands on experience with Cyber Security Triage computers with
viruses and return them to employee or discard them if needed Responsible for creating,
managing, evaluating and tracking Cyber Security training for all new employees Track and
coordinate employee program for content and review Customer Service Advocate L&M Hospital -
New London, CT October 2015 to January 2018 Create AD Network and Exchange Email related
user ids and passwords, analyze data, troubleshoot and provide conflict resolution. Managed,
supported and triaged LMS for Human Resources and employees of all levels Support internal
and external customers on any computer related issues Ticketing Representative-Part Time
Foxwoods Casino - Ledyard, CT June 2017 to August 2017 Sell Tickets, Bingo Reservations and
Gift Cards by phone or in person Utilize Cams, Titon and Ticketing Software Handle cash, credit
cards and Rewards Cards Lead Spec Eng-Network Security, Cybertrust Identity Global Op/Project
Manager Verizon Business - Norwich, CT February 2011 to August 2015 Remotely managed the
registration function, the initial authentication/verification of PKI applicants internal and external,
approving/denying applicants for PKI certification, and processing user account activation requests
Supported the applicant applying for a PKI digital certificate; certain information provided by the
applicant in this form will be used for generating the associated personal digital certificate Served
as a Registration Authority Revoked, maintained and deploy PKI Tokens and Certificates
Involved with the support of Verizon and MEAS PKI solutions Knowledge and hands on
experience with PKI industry Knowledge and hands on experience cryptographic keys, symmetric

and asymmetric keys Knowledge of Secure Socket Layer Certificate [SSL] Digi-SSL Created, managed, evaluated and tracked training documentation Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget IT Support Services Manager/Project Manager Jefferson Radiology - East Hartford, CT January 2009 to October 2010 Responsible for recruiting, interviewing, hiring and terminating personnel Guided, directed and motivated personnel and their performance Supported 450 employees' to include 50 Radiologists and 9 satellite Offices Hardware and Software support to include desktop imaging, printer support and peripheral device support Created, managed, evaluated and tracked training for Human Resources and employees of all levels Performed administrative tasks in LMS Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget Digital Services Analyst BioClinica, Pfizer - Groton, CT March 2008 to January 2009 Knowledge of PKI and its functionality Renewed, revoked, replaced digital certificates Provided remote sites maintenance and/or any assistance for connectivity, hardware/software support and service Provided documentation and training to IT extended teams (Services Desk, Desktop Services, Desktop Engineering, Directory Services, and Messaging) Knowledge and hands on experience with PKI industry Knowledge and hands on experience cryptographic keys, symmetric and asymmetric keys Help Desk Manager/Project Manager TVCCA - Norwich, CT January 2006 to March 2008 Managed all incoming calls, problems related to application software, hardware and network connectivity. Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget Supervise daily tasks and provide technical support to technicians. Write performance evaluations, reviews, or disciplinary actions. Provided remote sites maintenance and/or any assistance for connectivity, hardware and support service. Created, managed, evaluated and tracked training documentation and delivered hands on instruction Experience with Win XP, Win2000, MS Exchange with Outlook Client, proprietary databases. Education Naval Submarine Base School Three Rivers Community Technical College Norwich - Norwich, CT

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