

Information Security Analyst Information Security Analyst Information Security Analyst - First Data Corporation Middletown, MD Highly motivated and determined professional, seeking to utilize skills and abilities to advance a career in an IT environment. Adept in multiple Microsoft Windows operating environments, as well as Android. Work Experience Information Security Analyst First Data Corporation - Hagerstown, MD 2017 to Present Validate requests for access to various payroll/gift card products promptly, ensuring appropriate approvals while adhering to strict Service Level Agreements. Provide basic troubleshooting with access difficulties, as well as assisting in troubleshooting new products for ease of use/access. Work with varying teams to ensure correct accesses are provided. IT Support Specialist Middletown Valley Bank - Middletown, MD 2016 to 2017 Efficiently delivered prompt technical and troubleshooting assistance related to computer hardware and software. Administered users in the phone system, both from PRI/VM server as well as end units, working with third party as necessary. Managed parent image and application updates, providing timely deployment to virtual machines. Performed installation and maintenance of network attached printers, including training employees on new machines. Teller Representative PNC Bank - Frederick, MD 2013 to 2016 Provided technical support for different machines in the bank, including end terminals, ATMs, and teller cash recycling devices. Led and participated in team building initiatives. Completed cash transactions with extreme levels of accuracy. Education Associates in General Studies Frederick Community College - Frederick, MD 2012 Skills ACTIVE DIRECTORY (Less than 1 year), CUSTOMER RELATIONS (Less than 1 year), CUSTOMER SERVICE (Less than 1 year), MICROSOFT OFFICE (Less than 1 year), MS OFFICE (Less than 1 year) Additional Information Skills Strong computer and technology skills, including Microsoft Office, VMWare, Group Policy and Active Directory. Ability to learn and adapt quickly in high pressure situations to rapidly diagnose and resolve system issues. Excellent internal and external customer service skills, with over 10 years of experience in customer relations.

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