

Network Information Analyst Network Information Analyst Network Information Analyst Work Experience Network Information Analyst March 2018 to March 2019 Monitor network devices and Windows systems and applications and respond to issues following well-documented procedures. Research, troubleshoot and resolve routine to complex network issues. Open incidents and escalate extremely complex problems to next appropriate level of support. Maintain incident information and ensure accurate updates and related documentation are completed with established time frame. Respond to assigned feedback messages referred by internal groups. Respond to alarm conditions using Solarwinds and isolate cause of trouble. Perform routine remote diagnostics following established S.O.P

CHANGE HEALTHCARE - Westerville, OH March 2018 to March 2018 Security Information Analyst November 2016 to November 2017 Contract ended) Manage internal customer inquiries through phone calls and ensure appropriate assistance is in compliance with company policies and procedures and federal law Provide appropriate consultation to customer for various products and services Manage all customer issues and resolve all complaints effectively Develop and maintain professional relationship with stakeholders to provide exceptional customer care services Assist customer to select optimal and cost-effective methods for his or her requirements Maintain a current individual knowledge base of all Discover Financial Bank policies, services, and products as well as all applicable state and federal laws Issue RSA security tokens to individual contributors DISCOVER FINANCIAL - New Albany, OH November 2016 to November 2016 Customer Care Consultant I PNC BANK - Whitehall, OH June 2013 to April 2016 Manage all customer inquiries through phone calls and ensure appropriate assistance is in compliance with company policies and procedures and federal law Provide appropriate consultation to customer for various products and services Manage all customer issues and resolve all complaints effectively Develop and maintain professional relationship with colleagues and stakeholders to provide exceptional customer care services Assist customer to select optimal and cost-effective methods for his or her requirements Maintain a current individual knowledge base of all PNC Bank policies, services, and products as well as all applicable state and federal laws Project Management Office Coordinator INSIGHT GLOBAL - Columbus, OH June 2011

to March 2013 Initiating user network, back-up, and restore of user's data Performing disk wipe on all PC's and servers before site departure. Migration of documents, settings, printers, and share drives. Perform and enable remote technical support to customers and/or field support using problem determination/problem source identification skills. Use technical and negotiation skills in collaboration with other support operations/organizations to prioritize and diagnose problems to resolution. Communicates action plans to the customers or technical representatives. Recommends and implements new or improvements to existing technical support tools, procedures, and processes. Provide training for and mentor others on the team. Contributes to department attainment of organizational objectives and high customer satisfaction. Work closely with the client to schedule service calls and provide status. Able to multitask in a fast-paced environment. Able to maintain focus and consistency during high priority/critical issues. Excellent communication skills with the ability to gauge audience's technical knowledge. I.T. Support Specialist GODDARD SCHOOL - Gahanna, OH August 2008 to June 2011 Monitored, maintained and updated classroom servers. Research, troubleshoot and resolve routine to complex server issues. Perform routine diagnostics. Able to maintain focus and consistency during high priority/critical issues. Excellent communication skills with the ability to gauge audience's technical knowledge. I.T. Operational Support Specialist STERLING COMMERCE - Dublin, OH January 2001 to August 2008 Monitor network devices, mainframe, UNIX/Linux, and Windows systems and applications and respond to issues following well-documented procedures. Research, troubleshoot and resolve routine to complex network issues. Open incidents and escalate extremely complex problems to next appropriate level of support. Maintain incident information and ensure accurate updates and related documentation are completed with established time frame. Respond to assigned feedback messages referred by internal groups. Respond to alarm conditions using OpenView and isolate cause of trouble. Perform routine remote diagnostics following established S.O.P. and Get Answers. Assisted with the establishment of Remote Operational Center. Maintain integrity and reliability of Remote Operational Center. Able to multitask in a fast paced 24/7 environment Communicated heavily with all internal customer groups: Database, EMT, Mainframe, CNHO

Systems, Commerce: Center, GISHI, AutoSys    Able to maintain focus and consistency during high priority/critical issues.    Excellent communication skills with the ability to gauge audience's technical knowledge. Education Bachelor of Arts in Political Science CENTRAL STATE UNIVERSITY - Wilberforce, OH 1994 Skills Active directory, Netcool, Networking, Peregrine, Solarwinds, Tcp/ip, Linux, Unix, Jes2, Mainframe, Mvs, Citrix, Tcp, Sterling, Ftp, Ms office, Jcl, Lotus notes Additional Information TECHNICAL SKILLS:    4 years of call center experience    Knowledge in Unix, Linux, Windows NT, 2k3 Server, Vista, XP, 7 and 10, MS Office, Lotus Notes, and OS2 Warp. Understanding of networking concepts and protocols primarily TCP/IP and FTP, X400, X25, and AS2 protocols.    Experience with Sterling Commerce's Connect: Direct    Mainframe OS components such as MVS, JES2, JES3, TSO, JCL and OS390.    Knowledge of HPOV, NetCool, Peregrine and Active Directory.    Knowledge of Commerce: Centre and Citrix    Knowledge of Identity Manager and Service Now    Knowledge of Solarwinds

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