

Information Security Analyst Information Security Analyst Authorized to work in the US for any employer Work Experience Information Security Analyst Experian - Allen, TX February 2016 to Present IT Analyst Xerox ITO - Lewisville, TX September 2014 to February 2016 Subject Matter Expert for Client in Help Desk environment. ? Publish Procedures for all help desk agents to use with weekly updates from client Governance Officer. ? Train Agents on new procedures in a fast-changing environment. ? Pull ticket data from helpdesk agents and coach based on procedural accuracy. ? Create SOD report for client daily using excel proficiency and communication to upper-management. ? High level of BMC AMP Remedy proficiency. ? Created Call Template for use by helpdesk using HTML. CSR/Tech Support Agent/Account Escalations Convergys - Lubbock, TX March 2014 to September 2014 August 2014 - September 2014 ? Review and manage accounts on a supervisor level. ? Ensure SoP is maintained by production level agents. CSR/Tech Support Agent ? Troubleshoot functionality of Internet and Telephony service. ? Use of CSG and various in-house troubleshooting software. MIS/ IT Admin McDowell & Co. - Plano, TX June 2011 to August 2011 Responsibilities ? Maintain business operation servers running windows server 2008. ? Deploy conventional image methods to new machines. ? Create business reports from IST (Inventory Control and Financial system) into excel format. ? Daily back-ups using Tape storage. Skills Python (1 year), IPS/IDS (1 year), McAfee NSM/EPo, Imperva (WAF), ArcSight, ProofPoint (1 year), Network Security (1 year) Certifications/Licenses GIAC Certified Incident Analyst (GCIA) November 2016 to November 2020 Security+ May 2016 to May 2019

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