

IAM Analyst IAM Analyst IT Security Analyst Indianapolis, IN Dedicated IT professional highly effective at upholding security procedures/protocols, provisioning access & investigating/reviewing/resolving security and compliance risks. Seeking a role offering opportunities for long term professional growth and development in IT security and Network administration. 5 years being an award-winning customer support professional who has advanced quickly in all positions. Motivated to perform at peak levels and meet company goals. Authorized to work in the US for any employer

Work Experience

IAM Analyst TEKsystems - Indianapolis, IN January 2017 to Present

- * Monitor/manage/resolve rogue access
- * Manage/Create/Delete service accounts
- * Work in VIA IAM system for access\account creation requests
- * Work on Entitlement Review process to manage access enterprise-wide
- * Service/maintain service accounts
- * Create/Maintain IAM process documentation
- * Create/Manage service accounts in Active Directory
- * Create/Manage groups in Active Directory
- * Provision access requests in VIA/Cherwell
- * Experience in Cherwell ticketing system
- * Upheld security and access procedures
- * Create/Delete/Manage accounts in CyberArk
- * Experience working in SailPoint
- * Troubleshooting SailPoint/CyberArk
- * Lead multiple IT projects
- * Collaborate with multiple support teams to improve efficiently & productivities in SailPoint/CyberArk/VIA
- * Trained interns/users in CyberArk, VIA, Cherwell & security protocols/processes

IT Security Analyst Randstad - Indianapolis, IN August 2016 to December 2016 - 12/31

- * Provisioned access to over 100,000 active directory groups on 15 domains
- * Created and maintained access to files, folders and network shares
- * Created Active Directory groups and users
- * Created FTP folders/shares
- * Grant/remove administrative access to Servers/PCs
- * Troubleshoot access issues with file/folder/shared drives
- * Created Home drives for users
- * Upheld security procedures and privacy policies
- * Worked +100 requests a day
- * Update Active Directory groups daily

Desktop Support Technician The AME Group - Indianapolis, IN February 2014 to August 2016

- * Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- * Implemented company policies, technical procedures and standards for preserving the integrity and security of data,
- * reports and access.
- * Consistently met deadlines and requirements for all production work orders.
- * Set up equipment for 100+ employees, including installing cables

and hardware. * Installed software and operating systems on 100+ company computers. * Restored data, operating systems, files, documents and drivers. * Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues. * Repaired and replaced hardware, including HP desktops, laptops, tablets and tablet PCs. * Ordered necessary supplies and parts to repair malfunctioning hardware. * Refresh out-of-warranty desktop models with new units, warranty replacements for HP desktops, notebooks, and tablets. * Worked with SCCM to image workstations and prepare auto logon accounts/PCs * Utilized Computrace anti-theft tracking software to keep track of the laptops in my area. * Managing short/long term projects for deployments, managing co-workers/clients to meet SLAs and expectations. * Have received multiple customer service awards from our Franciscan Alliance client. Helpdesk Support Analyst Bell Techlogix - Indianapolis, IN June 2013 to February 2014 * Troubleshooting and servicing customers, including * Answered an average of 50 calls per day by addressing customer inquiries, solving problems and providing new product information * information. * Effectively managed a high-volume of inbound and outbound customer calls. * Addressed and resolved customer product complaints empathetically and professionally. * Gathered and verified all required customer information for tracking purposes. * Defused volatile customer situations calmly and courteously. * Accurately documented, researched and resolved customer service issues. * Escalated unresolved customer grievances to designated departments for further investigation. * Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly. * Met or exceeded service and quality standards every review period. Education A+ Certification J Everett Light Career Center 2012 High School Diploma Noblesville High School 2012 Skills customer service (3 years), security (2 years) Additional Information SKILLS Understanding of help desk metrics, prioritizing issues, and methods of providing support Adding/removing/upgrade computer hardware/software, computer hardware support and troubleshooting Configure and troubleshoot Microsoft 2010 applications and Connecting Microsoft Outlook 2010 to Microsoft Exchange Install and configure PC operating systems, as well as configuring common features (e.g. network connectivity and email) for mobile operating systems

Android and Apple iOS Network Infrastructure Configuration and Troubleshooting: Internet, intranet, extranet, local area networks (LANS), wide area networks (WANS), wireless networking, and network topologies & access methods Network hardware, switches, routers, media types
Protocols and services, OSI model, IPv4, IPv6, name resolution, networking services, and TCP/IP
Windows 7 Enterprise Desktop Support and Administration Install, upgrade, and migrate to
Windows 7 Excellent problem-solving abilities Network maintenance System upgrades
Excellent communication skills Internet setup and repair Desktop and laptop repair Remote access support Focused & Goal-oriented Customer service awards MS Windows proficient
Remote access support Skilled in TCP/IP and WAN Create/Maintain service documentation
Uphold and enforce security policies Training new users in policies/protocols/systems Project Leader Metrics/Report builder

Name: Timothy Roberts

Email: scott38@example.net

Phone: +1-230-742-7278x482