

Service Desk Analyst- Firewall Support/ Security Service Desk Analyst- Firewall Support/Security
Computer Information Systems Cyber Security Rochester Hills, MI Work Experience Service Desk
Analyst- Firewall Support/ Security NuArx Inc - Southfield, MI December 2017 to August 2018
Work with customers to troubleshoot company firewalls Experience with both Fortinet and Meraki
firewalls Network trouble shooting Whitelisting and port configuration Policy management and
editing Networking Assistant University of Detroit Mercy - Detroit, MI June 2016 to April 2017
Executed Device Network Transfers campus wide for 1200 computers. Assisted in Maintaining
Server Room which serviced three campuses. Computer setups and fixed printer Issues for all
campus departments within ticket timeframes. Maintained and updated 12 university labs. Team
Building Experience Working with Networking Squad to Serve University IT-Help Desk University of
Detroit Mercy - Detroit, MI November 2015 to May 2016 Provided technical support service to
campus staff and student users. Identified problems and scheduling solutions. Supported IT
Technicians by providing detailed work tickets and resolving level 1 issues. Related Courses
Advanced Digital Forensics Database Design Networks Information and Society International
Law of Cyber Warfare Human Factors in IT Security Software Project Management Enterprise
Architecture Leadership and Teams with Diverse People Exploring Leadership Recent
Community Outreach Brightmoor Aldersgate United Methodist Church-Volunteer to feed homeless
individuals and maintain kitchen. Volunteer at Detroit Sip Grand Opening and community
engagement project. Other University of Detroit Mercy Student Athlete - Men's Varsity Soccer 2
times awarded Scholar Athlete Education Bachelor of Science in Computer Information Systems
Cyber Security University of Detroit Mercy - Detroit, MI March 2019 Skills Help Desk, Desktop
Support, Service Desk, Tech Support, Helpdesk Support, Networking, Network Security

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