

IT Specialist IT Specialist IT Specialist - Boston Consulting Group Work Experience IT Specialist
Boston Consulting Group - Chicago, IL February 2019 to Present Managed and updated asset
inventory system Executed data migration in coordination with management and technical
services personnel. Upgraded employees from Windows 7 to Windows 10 Assist customers in
troubleshooting laptop and peripheral issues Cyber Security Risk Analyst Intern JPMorgan Chase,
Co - Chicago, IL August 2018 to February 2019 Responsible for monitoring Identity & Access
Management and Data Management policies and controls to ensure that Bank employees have
access to the appropriate technology systems, and SharePoint sites. Created RFI documents
detailing the firm's cyber risk profile and controls for prospective clients Experience working RFI
and RFP responses Enhanced employee onboarding by bundling application requests to create
100% efficiency gain Updated monthly reporting metrics used to monitor compliance with controls
Supported the remediation of audit issues related to Plain English Descriptions for application
entitlements and Access Workflow Approval group membership Managed security access for
SharePoint users Communicated with team members on weekly compliance metrics Experience
working RFI and RFP responses Strong attention to detail Help Desk Technician Intern
CareerBuilder - Chicago, IL January 2016 to May 2016 Provided technical assistance and customer
service support for incoming queries and issues related to computer systems, software, and
hardware Assisted users with installing applications and computer peripherals Managed over 20
printers daily for productivity and network errors Reset passwords through Active Directory
Addressed Service Now tickets regarding hardware, software, and networking Imaged and
configured computers from Windows 7 to Windows 10 complying with company standards
Identified, researched, resolved, and documented technical problems Enterprise Technology Intern
Blue Cross Blue Shield Association - Chicago, IL May 2015 to September 2015 Collaborated cross
department to develop applications to support business objectives Developed web application for
IT department that automated security access requests Assisted users with installing applications
and computer peripherals Service Desk Analyst Intern September 2012 to August 2013 Assisted
with software, and hardware installations. Troubleshoot performance issues on end user devices

Used Service Now call tracking systems to log, track and manage Incidents and Service Requests
Imaged and configured computers from Windows vista to Windows 7 complying with company standards
Education Associates degree in Computer Applications, Information Technology and Microsoft Harold Washington College - Chicago, IL January 2018 to January 2019 computer science
Northwest Missouri State - Maryville, MO August 2013 to May 2015 Skills It Specialist, Desktop Support, Secret Clearance, Help Desk

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