

L2 IT ANALYST L2 IT ANALYST L2 IT ANALYST - Best Buy Saint Paul, MN Work Experience L2 IT ANALYST Best Buy 2018 to Present Perform incident ticket management, and support of remote end users from multiple locations System monitor and tuning systems to achieve optimum capacity, performance levels and stability Answer calls from end device users with data communication issues such as failure of devices to communicate Use remoting technologies like RDP, RSP and SOTI for remote diagnosis of stores' end devices Track and update service requests using a trouble-ticketing system. Update documentation to accurately record new equipment installs, and changes to network configurations ServiceNow ticketing technology Imaging, Patching IT TECHNICAL SUPPORT Specialist ALINA HEALTH 2017 to 2018 Responsibilities Generate an Activation Code for patient account sign up Identity Access Management Assist Patient reset password/navigate their medical portal Mychart administration Switchboard Use ISIM as a tool for portal navigation Remotely troubleshooting computer to assist patient I achieved an outstanding 5star IT customer service reward within the first 3 months. 99.9% of customers were satisfactory. Network and Cyber Security Analyst JELANI CONSULTING September 2015 to June 2017 Monitor and conduct network, endpoint, and log analysis by utilizing various consoles on regular basis to analyze and triage cybersecurity events (e.g., SIEM, IPS/IDS, Firewall, etc.) Perform Network traffic analysis using raw packet data, network flow, IPS/IDS and custom sensor output from communication network Continually evaluating system vulnerabilities and protection measures against dynamic threat scape Assist with containment of threats and remediation of environment during and after an incident. INTERNSHIP TekSystem JELANI CONSULTING April 2016 to July 2016 IT customer service representative Manage inbound incidents from our customers via phone or e-mail Capture and provide accurate information to customers to ensure incidents are resolved professionally, fairly, and in a timely manner Utilize pre-populated knowledge articles to resolve incidents or escalated for resolution Professionally communicate with all levels of corporate, field, salon employees and guests Partner with and maintain excellent relationships with peers, corporate and field employees Utilize enterprise ticketing system to capture all customer interactions, escalations and resolutions QUALITY

ANALYST Up North Plastics - Cottage Grove, MN May 2013 to June 2016 Responsibilities

Perform inspections per control plans/inspection plans, document results, and make start-up decisions Identify, contain, and document all defective/suspect product Operate precision measuring instruments in accordance with approved procedures Perform statistical studies such as gage repeatability/reproducibility and capability studies Interpret visual and dimensional quality criteria to operators Utilize Statistical Process Control and quality system software programs

Education Information and Telecommunication Technology CENTURY COLLEGE St Paul MN 2014 to 2017 BSc in Environmental Science UNIVERSITY OF BUEA 2000 to 2004 Skills Microsoft office, Cisco ASA, Identity access management, analytics (4 years) Certifications/Licenses CCNA Routing and Switching June 2017 to January 2023 CCNA Security January 2019 to January 2022 CompTIA Security+ January 2018 to January 2022 CompTia Cyber security Analyst January 2019 to January 2022 CompTia Security Analytic Professional January 2019 to January 2022

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