

Information Security Admin Information Security Admin Information Security Admin - Commonwealth Financial Network Boston, MA Work Experience Information Security Admin Commonwealth Financial Network - Waltham, MA April 2018 to Present

- * Research and respond to information security-related questions and requests from our internal and external users
- * Monitor and remediate incidents and daily activity in our security systems
- * Create alerts used to inform our users of security issues
- * Document privacy incidents, events, and policies and procedures
- * Send phishing emails tests to financial advisors for training purposes
- * Assist advisors with protecting their client accounts
- * Add/remove users from security groups for permissions and access

Service Desk Analyst Partners Healthcare - Boston, MA September 2017 to April 2018 Boston, MA Information Systems, Support Services - IS Service Desk September 2017-April 2018

- * Perform troubleshooting to end users for PHS and all its entities
- * Over the phone troubleshooting for desktop issues via guidance or remote connection
- * Offer professional, efficient and effective customer service to our end user community
- * Provide status/follow-up on open tickets for inquiring customers and/or impacted support teams
- * Prioritize and triage calls to appropriate groups if call cannot be resolved using ITIL best practices
- * Assist O365 Admins with licensing Partners staff and licensing issues

Food Service Worker Massachusetts General Hospital - Boston, MA April 2016 to September 2017

- * Deliver food to Patient floors as well as interact with patients
- * Obtained and stock all items necessary for tray line
- * Prepared Patient food trays aiming for 100% accuracy

IT Customer Support - Intern Massachusetts Institute of Technology - Boston, MA February 2017 to July 2017

- * Utilized FileMaker Database for client's equipment data
- * Received and deployed hardware to clients
- * Imaged computers with expectation of company standards
- * Diagnosed client problems while taking preventative measures
- * Deploy machines with Win 7 or 10

Grocery Team Member Whole Foods Market - Boston, MA November 2014 to August 2016

- * Engaged with customers for assistance and customer satisfaction
- * Occasionally assigned grocery team members tasks to complete by the end of the day
- * Maintained floor with products to ensure sales goals are being met

Valet Driver LAZ Parking - Boston, MA September 2015 to December 2015

- Park and retrieve cars carefully, efficiently, and in a timely manner
- Greet all customers by name, take care

of their needs, and develop a rapport with each person Provide a self-reliant attitude when needed

Sales Associate/Cashier Eddie Bauer - Boston, MA May 2014 to September 2014 * Assisted customers daily to meet expectations and maintain customer satisfaction * Restocked merchandise to ensure sales goals are met * Performed inventory to know precise amount of product Education MA in General Studies Bunker Hill Community College - Boston, MA September 2014 to December 2015 Skills EXCEL (1 year), LAN (1 year), MAC (1 year), MACOS (1 year), MICROSOFT OFFICE (1 year) Links <https://www.linkedin.com/in/jonathan-bogard-845888130/> Additional Information Skills * Software: Microsoft Office Outlook and Excel, Office 365, Symantec DLP, Windows 7 and Windows 10, macOS * Hardware: Hard drive and RAM Replacement, data transfers, backup data * Networking: LAN, computer connectivity, routers, and switches

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