IT Specialist / Security Analyst IT Specialist / Security Analyst Infrastructure Analyst Paterson, NJ To acquire a career position in the Information Technology field that permits the utilization of my experience and presents me with opportunity of acquisition of skills & personal and career development Work Experience IT Specialist / Security Analyst DIVERSANT, LLC June 2016 to Present   Assisted in the establishment and update of company s information security program policies   Implemented security awareness training program for the company with quarterly email reminders and updates   Managed company s Alienvault USM security information & event manager (SIEM)   Monitored & investigated network security incidents and escalated the incidents as needed   Performed network & system security vulnerability scans using Alienvault USM features and presented the results to systems engineering team for remediation   Assisted in the change control management process   Participated in the semi-annual security review of the firewall rules and router/switch configurations   Responsible for providing technical support to over 800+ end-users via phone, email, and onsite technical issues.   Supported Network Engineering team as a front line defense for troubleshooting LAN/WAN/VPN issues   Monitored servers, routers, and other IT infrastructure, Applications & Services   Imaged laptop for existing and new hires. Managed network account using Active directory.   Created Exchange account for New hire/existing user using Exchange 2010.   Managed Skype for business accounts. Infrastructure Analyst Soham Consulting March 2013 to January 2016   Maintained responsibility for providing technical support to over 6000+ end-users globally via phone, email, and onsite issues.   Utilized communication skills with support representatives to resolve software issues in an utmost professional manner. Managed windows users, groups and resources access management via Active Directory Managed Unix system accounts   Granted access and permission privileges to network file and server resources   Managed Active Directory Administration task (promotion and decommissioning of domain controllers, managed AD Sites & Domain trust)   Assisted in the management of the Virtual VMWare environment (Created and decommissioned virtual servers & machines, increased server specifications when needed, monitored overall health).   Performed Level 1 & 2 Exchange server management of users, database move request, mail distribution group membership.

Assisted in the security project rollouts of encryption (BitLocker) and mobile device management (AirWatch)   Assisted System Engineering team on level 1 server administration   Supported troubleshooting Outlook/Email issues including connection issues, and message tracking   Supported Network Engineering team as a front line defense for troubleshooting LAN/WAN/VPN issues   Installed printers and other peripherals for end users   Performed basic project management task and coordination of meetings for project engineering team.   Troubleshoot Cisco IP Communicator VOIP system   Managed active directory computer and resource management and cleanup   Supported mobile users on iPhone, iPad, Android, & Blackberry   Monitored servers, routers, and other IT infrastructure, Applications & Services (DNS, DHCP, Exchange, Active Directory, File Servers) Storage, CPU, RAM, general functionality performances via SCOM alerts and Server Monitor Dashboard   Escalated server level 3 issues to the system engineering team when level 1 or 2 were not able to resolve the issue.   Follow up on outstanding calls and issues with users to ensure utmost resolutions   Support clients on a daily basis with virus issues, software problems, passwords reset for various application, hardware problems, printer issues.   Create reports for business opening/closing for IT Infrastructure & Applications for upper management.

Helpdesk Analyst (Consultant) Stryker - Allendale, NJ April 2011 to September 2012   Responsible for providing technical support to over 4000+ end-users via phone, email, and onsite technical issues.   Answered and recorded 35-45 calls on a daily basis via Service Now and Altiris ticketing systems.   Troubleshoot Personal Computer software and hardware issues.   Provided daily technical support for e-mail, network connectivity, peripheral and equipment.   Reset/create password, network IDs and priorities via Active Directory.   Acted as primary contact person for remote users and sales managers.   Acted as a backup person for wireless handheld device support.   Support wireless networking issues.   Supported video conferencing system. Maintained and Ghost imaged standard personal computer configurations.   Configured TCP/IP configuration of printers.   Maintained IT printers by cleaning jams, and changing toner cartridges. Troubleshoot VPN (RSA). Help Desk Support (Consultant) Keepers Inc - Washington, DC October 2010 to October 2010   Neighbor Works - Serves as a help desk support analyst for the mortgage

application system and technical support for over 8,000 clients via phone, email or onsite. Used Helpstar as ticketing system for logging and tracking all helpdesk calls. Check email periodically and created all the necessary tickets base on customer request. With using calendar appointments, out-of-office message, Outlook, enabled items, email groups with rights, created PST folders, and email accounts. Updated client information in the Helpstar in monthly basis. Supported troubleshooting, corrections and/or installation of issues involving software, hardware and network issues (including VPN) Maintained a professional attitude and provide excellent customer service at all times, to include maintaining a good work ethic and assisting other analysts when needed. Offered Blackberry assistance to users with battery, password reset, software upgrade, and email/text issues Using Active Directory setup user accounts, reset passwords, issue Admin rights and evaluate user privileges. Education Computer Science Passaic County Community College - Paterson, NJ Skills SolarWinds Network Monitor (5 years), Active Directory 2003/2008/2012, Alienvault USM SIEM, DNS, DHCP, AirWatch, Microsoft Office 2007/ 2010/2013, VMWare vSphere, PeopleSoft, Oracle, Sharepoint, Exchange 2010/2013, Windows Server 2003/2008 R2/2012 R2, Cisco VPN, Cisco VOIP Communicator, MicroSoft Lync 2010 / Skype Business, BES BlackBerry Enterprise Services, CRM, Citrix, SCOM, UNIX, Remote Desktop Service / Terminal Services, ADP, Crestron, Avaya, VMWare Fusion Additional Information Technologies SolarWinds Network Monitor Active Directory 2003/2008/2012 Alienvault USM SIEM OpenVas Vulnerability Scanner OSSEC Hids NMAP Port Scanner Nessus Security Scanner DNS DHCP AirWatch Microsoft Office 2007/ 2010/2013 VMWare vSphere PeopleSoft Oracle Maximo SharePoint Exchange 2010/2013 Windows Server 2003/2008 R2/2012 R2 Forfront Endpoint protection Cisco VPN Cisco VOIP Communicator Remote Desktop Service / Terminal Services ADP Crestron MicroSoft Lync 2010 / Skype Business BES BlackBerry Enterprise Services CRM Websense Citrix SCOM BMC Servicesdesk BMC FootPrint Altiris Helpstar TeamViewer / Log mein UNIX

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