

IT SECURITY ANALYST (Contract) IT SECURITY ANALYST (Contract) Lancaster, TX Work Experience IT SECURITY ANALYST (Contract) Texas Health Resources - Arlington, TX 2013 to Present Followed information security policies and procedures documents to grant users application and server access Processed access changes for new hires, terminations, reorganizations and large group changes Communicated with internal clients to investigate data security issues and resolve them in a timely manner Administered access control to applications within VM Ware/Citrix virtual environments. Responsible for processing escalations in a timely manner to eliminate downtime for health care providers. Performed Active Directory and NTFS administration for internal and external users. Reviewed Audit reports to disable unused accounts.

IT SECURITY ADMINISTRATOR (Contract) XTO Energy Inc, an Exxon Mobil Company - Fort Worth, TX 2012 to 2012 Managed and maintained Share and NTFS permissions on Windows Servers Created, audited and modified provisioning procedure documents to ensure accuracy Created and edited AS400 Avatar production and development accounts Modified permissions in Microsoft SQL Server Management Studio, Oracle Enterprise Manager, and Windows Server 2003/2008 for multiple enterprise applications and databases. Maintained Active Directory structure to support role-base provisioning and printer/drive mappings Setup log-on Ids and email accounts for users on multiple domains; ensured proper authorization data access after determining the correct security parameters Generated daily audit reports in AS400 and Kronos production/development environments and Active Directory to ensure all accounts were in compliance with XTO security requirements Responsible for training new analysts on the provisioning team Performed Smartcard Account administration with Microsoft Forefront Identity Manager 2010.

CLIENT SERVICES TECHNOLOGIST (Contract) Energy Transfer Company - Dallas, TX 2011 to 2012 Configured and did troubleshooting for mobile devices (Blackberry's, iPhones, Android devices etc.) Installed, moved, added and/or changed (IMAC) desktops, laptops, printers, and other peripheral devices Identified and resolved issues with hardware, operating systems and software applications for Windows desktops Activated and deactivated employee, customer, and company affiliate profiles in Active Directory Responded to telephone, electronic,

and/or walk-up requests for IT      Deployed software to users via SCCM from Microsoft Active Directory      Assisted with Microsoft Endpoint protection issues (Virus removals, definition updates, installs) RAYTHEON SR. SUPPORT ANALYST Computer Sciences Corporation - Coppell, TX 2007 to 2011      Documented and resolved all incoming requests for IT services      Maintained awareness of timeliness, professionalism, and effects on production      Escalated incidents / queries to management when unable to resolve      Tracked support issues with Help Desk ticketing system, follow up on old tickets, and identify trends      Provided executive support on all levels including remote troubleshooting      Assisted users with deploying software to their machine from the Appstore      Administered administrator rights upon request using the Enterprise Random Password Manager      Assisted users with setting various network devices: RSA tokens, PKI, Smartcards, VPN, Soft tokens APPLICATION SUPPORT ANALYST (Contract) Quest Diagnostics - Dallas, TX 2007 to 2007      Educated users on how to complete the Internet-based courses and assisted employees with installing the required software for the E-Learning to run effectively on their system      Addressed Internet based issues of internal employees via email and phone on a daily basis      Configured and resolved functionality problems with Real Player and Windows Media Player      Interacted with other departments in creating procedural methods to solved technical issues Education Bachelor of Science in Computer Information Systems Grambling State University - Grambling, LA 2007 Skills Citrix, VNC, Lotus Notes Domino Admin, Microsoft EMC, Win XP Pro, Win 7, RightFAX, Adobe Acrobat/Connect, SAP, ShoreTel\Cisco Communicator, RSA, Nortel VPN, Cisco VPN, PPTP, Footprints, Remedy, Unicenter SD, Netmeeting, Teamviewer, Dameware, Remote Desktop, MS Office Suites 2K3-2K10, PGAS, Filenet, APEX, Prism, As400, Kronos, SSO, ADP ESS, Quorum, Laser Fiche, Oracle 10, SQL Server Management Studio 2008 R2, Microsoft Forefront Identity Manager 2010, Hyena, Pro Edge Thin Clients, VMWare, Websense, Norton/McAfee Antivirus, Active Directory, Microsoft Forefront Endpoint Protection, SCCM 2012, Guest Wireless, Sarbanes-Oxley Act (SOX) Windows Server 2003/2008, Sharepoint, Cloud Computing, Care Connect, Service Connect, MyTalent. Additional Information Current IT Security Analyst with great customer service skills. Easily presents technical solutions to non-technical decision makers.

Possess the ability to apply knowledge and analytical thinking to resolve issues.

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