

IT HELPDESK ANALYST IT HELPDESK ANALYST IT HELPDESK ANALYST San Antonio, TX
Recent Computer and Information Science-Cybersecurity graduate with experience providing technical support in 60,000+ user environments. Skilled in web development and technical support as well as being adept at delivering strong risk management practices. Excellent problem-solver with the ability to communicate with users at all levels of technical proficiency. Looking to expand my passion for technology and cybersecurity into a role protecting the confidentiality, integrity, and availability of an organization. Work Experience IT HELPDESK ANALYST NORTHERN VIRGINIA COMMUNITY COLLEGE November 2017 to June 2019 Provide phone, email, and ticket support for Windows and Mac operating systems to faculty and students. Perform troubleshooting on applications, hardware components expediently or via escalation. Fulfill administrative functions for users in Windows Server 2012 Active Directory. Provide input into the development of web pages that educates clients. TECHNICAL SUPPORT SPECIALIST AMERICAN ASSOC. OF MEDICAL COLLEGES May 2017 to October 2017 Interface by telephone and e-mail with clients regarding problem-solving, marketing, policies, procedures, training, software enhancements, and the interaction of software applications with other organizations. Investigate, identify, and resolve inaccurate data/files problems by analyzing client databases and logs, and performs queries on database. Participate in the design and testing of new enhancements. Provide input into the development of web pages that educates clients. SECURITY OFFICER SECURITAS March 2016 to January 2017 Permit authorized persons to enter checkpoint and monitors entrances and exits. Observe departing personnel to protect against theft of company property. Vigilantly monitor access control system and Avigilon CCTV system. Dispatch security team for alerts and respond to Lenel alarms promptly. PATIENT TRANSPORTER SECURITAS March 2013 to January 2017 Prepare patients for transportation between nursing units and departments. Use EPIC software to dispatch calls to designated employees. Receive and report vital information pertinent to patient care. Perform supervising roles including dispatching calls and training new associates. Education BS in Bachelor of Science in Computer and Information Science with a Major in Cybersecurity ECPI UNIVERSITY August 2019 AAS NORTHERN VIRGINIA COMMUNITY COLLEGE May 2016

CERTIFICATE in IT TECHNICAL SUPPORT NORTHERN VIRGINIA COMMUNITY COLLEGE May 2016 Skills ACCESS (Less than 1 year), EXCEL (Less than 1 year), LAN (1 year), MAINTENANCE (Less than 1 year), MS OFFICE (9 years), Desktop Support, Tech Support (2 years), Active Directory, Service Desk (2 years), Help Desk, Helpdesk Support (2 years), VPN Links <http://www.linkedin.com/in/adam-rabanes> Certifications/Licenses Security Guard Additional Information SKILLS Technical troubleshooting Hardware configurations Software Installs LAN connectivity Phone & Online Support Preventative Maintenance TECHNOLOGY Process Flows & Call-Tracking Tools: Remedy, Salesforce, SmarterTrack Software: MS Office (Word, Excel, Outlook, PowerPoint, Access); VMware applications; anti-virus Hardware: PCs, Laptops, Telephony Systems, Printers, Routers, Modems

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