

Security Provisioning Analyst Security Provisioning Analyst Security Provisioning Analyst - NTT DATA Dallas, TX 4 Years of Computer Networking Various roles including: ? Helpdesk ? End User Support (Travel) ? ADAM ? eTenet Experienced network administrator dedicated to providing high quality services and positive results. Well versed in workflow analysis and redesign in both ambulatory and acute care settings. Proven ability to leverage technology to achieve organizational objectives. Innovative problem solver whose areas of expertise include Revenue Cycle operations, software integration, regulatory compliance, interoperability, standardization and optimization. Looking for a Travel IT & or entry level Infosec\QA position. Application Experience Active Directory Remote Desktop Connection MS4 ADAMWeb Zendesk eID Remedy eClinical Works Service Now HP Service Manager Authorized to work in the US for any employer Work Experience Security Provisioning Analyst NTT DATA - Plano, TX 2019 to Present Primary Responsibilities: Adding & Deleting Accounts and Profiles in Active Directory Adding EID tickets for adding\deleting access to folders/Groups Adding users to the ADAM website with the right functions and security Completing tickets in OPAZ/ Remedy Adding security to folder and Groups in Active Directory Creating Groups for Hospital Staff End User Support Specialist GuideIT LLC - Plano, TX March 2018 to Present Position/Title: L2 End User Support Specialists (Travel) Primary Responsibilities: Identifying, diagnosing, and resolving the level one issues in computer hardware and software in a mainframe systems such as laptops and PCs Installing and upgrading hardware and software and providing complete assistance while configuring hardware, software, and peripherals of the end user systems Providing general desktop support, project coordination, imaging/ re-imaging PCs, and laptops Providing one on one assistance to the end user regarding the technical flaw, either by phone, mails, or in person Resolving network related issues like local area connection problem, network access, mails, internet, dial-ins, etc. Coordinating with the third party service provider for timely repair of the system under the maintenance agreement warranty, and repairing minor flaws in hardware if not covered under the same Providing assistance in installation of other peripherals like printers, scanners, etc., cabling systems like local area network cables, network interface cards, wired switches, etc. Assisting

end users face to face with any level 1 issues (break fix, software, 3rd party) IT Administrator
Service First Mortgage 2017 to 2018 Primary Responsibilities: Assisting end users face to face
with any level 1 issues (break fix, software, 3rd party) Responsible for the on-boarding and off
boarding of clients (AD, O365) Make sure tickets were open & resolved in a timely manner
Conduct network troubleshooting to segregate and identify general network problems (Ethernet,
VPN, Wifi, Hotspot) Manage, maintain and update onsite and customer site copiers, printers and
fax machines. Maintain all local software and hardware licensing to ensure conformance.
Support in workflow evaluation and improvement. Install software, maintain and introduce training
as needed. Maintain and secure passwords, file system security and data integrity for desktop
environment. Maintain and update documentation of procedures and configurations. Manage
entire purchase of inventory related to hardware, software and other IT supplies. Responsible for
creating knowledge base for other IT users Basic understanding of the Microsoft Office Suite
2003-2016, O365 How to create an enterprise outlook profile Helpdesk Technician (L1 Phone
Support) Exelon - Irving, TX 2015 to 2016 Primary Responsibilities: Provide excellent services
through phone and email to IT users for basic end user related hardware's and software's, desktop
related LAN network systems on the phone Configuration and resetting the network access
accounts whenever required. Installation of new hardware's and software's. Processing software's
and hardware's by coordinating user setups, installations and upgrades. Provide training to end
users. HP Service Manager Android / iOS troubleshooting Active Directory o Understanding
domains Education Associate in Cyber Security in Network & System security Richland College -
Richardson, TX January 2018 to December 2019 Associate in Arts Cedar Valley College -
Lancaster, TX Skills Active Directory, Microsoft Office, security, testing, Quickbooks, Organizational
Skills, Excel Certifications/Licenses CompTIA Security+ January 2017 to Present CompTIA
Network+ April 2016 to Present

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