

IT Security Analyst IT Security Analyst IT Security Analyst/ Service Desk Columbus, OH Work Experience IT Security Analyst Kforce - Charlotte, NC September 2017 to June 2019 Provisioned accounts for new employees and contractors. Performed day-to-day administration tasks related to maintaining user groups, individual accounts, folder permissions, and logon scripts. Grant internal stakeholders access to TWC and Charter applications, programs and various platforms. Trouble shoot priority software with internal employees. Maintenance Coordinator Community Housing Network - Columbus, OH October 2016 to July 2017 Enter work orders received by phone, email and internally. Correspond with tenants to clarify maintenance work needed when necessary. Distributed maintenance work orders. Corresponded with utility companies regarding the status of service to establish or re-establish utility services. Assist with other clerical duties as assigned. Helpdesk Support ECOT - Columbus, OH July 2016 to October 2016 Field inbound calls, respond to email and chat inquiries. Update and maintain customer database as needed. Work with internal and external partners to coordinate computer and internet deliveries and installation. Provide callers with password reset by utilizing Active Directory. Digital tech Support McGraw Hill - Columbus, OH April 2016 to July 2016 Provide assistance to professors, school administrators, parents and students regarding website registration and navigation. Reference current materials to answer escalated and complex inquiries from school administrators, parents and students. Provided password resets over the phone and via email. Provide first call resolution working with appropriate internal/external resources, and ensure closure of all inquiries Assist users with iPads, Tablets, Mac/Windows, and Chrome books. Maintenance Coordinator Community Housing Network - Columbus, OH August 2015 to March 2016 Enter work orders received by phone, email and internally. Correspond with tenants to clarify maintenance work needed when necessary. Distributed maintenance work orders. Corresponded with utility companies regarding the status of service to establish or re-establish utility services. Assist with other clerical duties as assigned. Digital Tech Support McGraw Hill - Columbus, OH August 2015 to October 2015 Provide assistance to professors, school administrators, parents and students regarding website registration and navigation. Reference current materials to answer escalated and complex inquiries from

school administrators, parents and students. Provided password resets over the phone and via email. Provide first call resolution working with appropriate internal/external resources, and ensure closure of all inquiries Assist users with iPads, Tablets, Mac/Windows, and Chrome books. IT Support Specialist Columbus, OH January 2015 to July 2015 Provide tech support for computer hardware and software issues, including remote network connectivity and mobile devices. Respond to queries, run diagnostics programs, isolate problems, and implement solutions. Document details of issues and troubleshooting steps in Service Now Ticketing System. Follow established methods and procedures. Active Directory. Help Desk Support Analyst Sports Authority - Houston, TX March 2014 to April 2014 Customer Support Di Central - Houston, TX September 2013 to November 2013 Help Desk Support Analyst JP Morgan Chase - Columbus, OH April 2009 to November 2011 Tech Support Echo Star - Hilliard, OH May 2008 to January 2009

SKILLS/ACCOMPLISHMENTS ~~~~~ Proficient in PeopleSoft. MS Windows 10 including installation and configuration. Service Now. Data Entry. Sales Force. Lotus Notes and Outlook. Knowledge of Remote Desktop. Active Directory, Mainframe, and update user account profiles as applicable. File Back-Ups and Restores. Citrix Easily trained in any area that I am unfamiliar Education Some college Skills Information Security, access, security, Active Directory

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