

Level 1 IT Support Analyst Level 1 IT Support Analyst Level 1 IT Support Analyst Aurora, IL Highly motivated Information Security Professional with experience in penetration testing, web content monitoring, support analysis and computer forensics Work Experience Level 1 IT Support Analyst Avaya Phone system and ServiceNow - Buffalo, NY February 2019 to April 2019 Respond to tickets and answer calls within a timely manner Utilize Active Directory to set up new users, reset passwords, and assign access control Familiar with Avaya Phone system and ServiceNow Interact with customers via phone, email, in chat in a professional manner Trouble shoot problems to provide a high level of user satisfaction Ensured Systems are configured properly Track Incidents and calls including entering data into the database in a timely manner Support Analyst Trustwave September 2013 to July 2015 Respond and engage with customers via telephone and email to advise and answer questions concerning POS terminals, compliance, subject to contractual SLAs Knowledge of networking protocols including TCP/IP basic firewalls Effectively documented actions in service tickets to communicate information to clients and internal stakeholders Independently solved problems and utilized escalation procedures as necessary Worked collaboratively with global pen test team to deliver penetration test engagements to clients Co-instruct for digital forensics courses delivered to the United States Secret Service and maintained written materials Web Content Support Analyst Trustwave September 2013 to July 2015 Reviewed websites for card brand violations, and made reports to acquiring banks concerning questionable e-commerce practices Researched and classified websites based on content Monitored for and reported illicit and potentially illegal content to authorities Security Analyst Trustwave September 2013 to July 2015 Performed network penetration activities, including scanning, enumeration, and exploitation of Windows and Linux systems, network devices, and other assets connected to the network Engage with clients to deliver oral and written reports explaining technical findings and recommendations to both C-Level and technical audience for improvements to client security programs Education Bachelor Of Science in Computer Forensics Sanford Brown College 2013

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