

IT Consultant IT Consultant Lehigh Acres, FL A highly self-motivated individual dedicated to providing excellent service with an impeccable attention to detail. A recent college graduate who, although is fairly new to the work world, desires to learn all the skills necessary to complete a job or task with high levels of efficiency. Authorized to work in the US for any employer Work Experience

IT Consultant Walters IT Solutions - Lehigh Acres, FL May 2018 to Present Troubleshoot and resolved PC, mobile and tablet device issues including; connectivity, email setup and new user training. Updated and maintained virus protection software, performed system scans and removed any detected viruses, spyware and malware. Installed and updated Windows 10, 7, and Microsoft Office Suite software. IT Security Analyst Millennium Physician Group - North Fort Myers, FL September 2018 to December 2018 Developed, improved and helped implement best practices for risk reduction across a range of enterprise applications, systems, networks and interfaces. Assisted with the development of processes and procedures to improve incident response times and analysis of incidents. Utilized McAfee ePolicy Orchestrator to monitor and mitigate security vulnerabilities on end clients. Interpreted and developed mitigation practices based off data collected from Nessus Vulnerability Scanner. Audited and created reports based on end user access to outside EMR vendors. Conducted onsite visits to offices to ensure that HIPAA and AHIT security policies were being implemented effectively. IT Service Desk Coordinator Millennium Physician Group - North Fort Myers, FL September 2016 to September 2018 Handled the incoming inventory and the deployment of equipment to end users. Utilized KACE Systems Management Appliance to organize and manage company IT assets. Performed troubleshooting and repaired systems that required hardware or software changes. Tracked calls and documented problems into KACE ticketing software, consulted knowledge database to optimize resolutions and followed through on resolution with callers. Provided assistance with office moves, as well as the installation of laptop/desktop workstations and other required peripherals. Utilized Maas360 MDM software for setup, deployment, and monitoring of mobile devices. Education B.S. in Information Security/ Cyber Forensics Keiser University - Fort Myers, FL 2017 to 2018 Associate in Information Technology Keiser University - Fort Myers, FL 2015 to 2017 Lehigh Senior High School - Lehigh

Acres, FL 2015 Skills Organizational skills, Customer service, Operations, Team player, Security

Name: Katelyn Waters

Email: gillalfred@example.com

Phone: +1-363-944-4449x6287