Information Security Administrator Information Security Administrator Chicago, IL Work Experience Information Security Administrator T-Systems 2012 to Present 2012) Closing, opening and modifying tickets, help desk support in Windows Server group objects for Insurance company. * Active Directory profile creations within production, development, and testing domains. * Call center support. * Cosima ticketing. * TCP/IP * Lotus Notes * IBM Mainframe 3270 IT support to E-follet Helpdesk Support - Z rich, ZH 2011 to 2011 2011) Provide A+ and Network+ desktop support, perform backup and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to E-follet, BP, Zurich, Chartis, Chase and Insight. * A+ hardware testing on IR scanners. * A+ Hardware Quality Assurance. * FTP backup with Ghost Symantec. * A+ hardware testing on Toshiba touch laptops Windows 7. * A+ support on Windows Server DakTek POS systems. Patch updates and system hardening. FTP backup and Ghost Symantec. * Quality Assurance for integrity checks and through software maintenance. * A+ support for Windows XP Dell OptiPlex 720s, 760s, 780s. * FTP backup with Ghost Symantec. * Lotus Notes * .Net framework upgrade to existing Windows XP desktop environment. * Open Span install. * Security+ Windows IE update to secure scripts. * TCP/IP support * Data preservation by DoD algorithm. * Remedy ticket creating, cold calling, and ticket closing. * TCP/IP * Free NAS * A+ data preservation for Dell Vostro, OptiPlex, Inspiron, Inspiron XPS, Precision. * Medium sized business A+ and Network+ desktop support. * TCP/IP support * HP blade de-configurations for secure mail packaging. Helpdesk Analyst Drotar Realty - Lima, OH 2005 to 2010 Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets. o LAN Operations * IP address configuration thru end user routers such as cisco WRT54G series and performing firmware updates, while also configuring VPN tunneling and SSH virtual terminal configurations. * A+ system hardening. * A+ Patch installs. * A+ Service packs upgrades. * Security+ IE cookie, spyware and malware removal. * A+ Computer virus removal. * Android Market submission of Little Window Live Wallpaper o Android phone/tablet live wallpaper for 2.1 and above API. o Spring summer and

winter animations. o https://market.android.com/details?id=com.livewallpaper.warm o Available at aftertech.blogspot.com Education A.A.S. in Computer Internetworking Technologies program College Of DuPage - Glen Ellyn, IL Skills CompTIA A+, Net+ Links http://www.linkedin.com/pub/stephen-j-drotar/33/769/837 http://www.afterthetech.blogspot.com

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