Technical Support Representative Technical Support Representative Seattle, WA Information Technology student with a proven ability to learn new technologies quickly, solve problems creatively and work under pressure. Comfortable with several development languages and tools. Past professional experience with designing, test automation frameworks, maintaining software security systems and IT project management   Software Technologies and Tools   MATLAB, Python, C++, JavaScript + HTML/CSS   Qlikview, AutoCAD, Maple Authorized to work in the US for any employer Work Experience Technical Support Representative PlayNetwork - Redmond, WA July 2018 to Present   Diagnosed and resolved technical hardware and software issues involving the media player   Provided answers to clients by identifying problems, researching answers and guiding clients through corrective steps   Handled trouble tickets with support interventions for urgent issues   Identified and escalated priority issues per client specifications IT Desktop Support Green River Community College - Auburn, WA February 2017 to March 2018   Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment   Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals   Assisted with Password reset/recovery for multiple systems   Assist the IT team with the installation, configuration and deployment of new equipment   Provide support to end users on a variety of issues ranging from hardware, software, network and account management Cyber Security Analyst JPMorgan Chase - Wilmington, DE September 2014 to March 2015   Responsible for identifying and mitigating infrastructure security issues across the company s IT systems as part of the Infrastructure Vulnerability Management program   Leveraged specialized internal tools to monitored change activity, failed login attempts and unauthorized access in databases to flag unapproved user access and changes   Managed internal CRM workflows on SharePoint and HP Service Manager to collect verification data from users flagged review   Worked with internal auditors to complete review and achieve compliance status with company standards Education Associate in Science in Computer Science Green River College - Auburn, WA September 2016 to June 2018 Skills Microsoft Office (10+ years), Matlab (1 year), Python (2 years), Desktop Support (1 year), C++ (1 year) Links http://www.linkedin.com/in/shahemran

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