Information Security Analyst Information Security Analyst Information Security Analyst - Apex Systems, Inc Browns Summit, NC Service Desk Generalist with 6+ months of experience providing tier 1 support. Assisted other technicians with customer troubleshooting. Effective communication, both written and oral. Works well independently in a high paced environment. Authorized to work in the US for any employer Work Experience Information Security Analyst Apex Systems, Inc - Salem, NC June 2017 to Present Contractor) Provide Wholesale access processes and application support to customers while mitigating risk. BOTS (Business Online Ticket System) experience IAM (Identity and Access Management) experience Ability to research and provide customers with excellent customer service Understanding of RBAC (Role Based Access Control) methods to mitigate risk within the line of business Work with management on escalations Research and share new information pertaining to the matrices with other analysts Manage SLA and queue management Risk review utilizing RBAC methodology Assisted with training within the CRE/RISK line of business Service Desk Generalist Ralph Lauren - Greensboro, NC October 2016 to June 2017 Contractor) Provide tier 1 support to Ralph Lauren corporate associates, retail stores, and distribution centers. Troubleshooting laptops, mobile devices and iPads common issues. Reset network passwords using Active Directory Remote into users' computers to troubleshoot Microsoft office, Internet Explorer, and printer issues Connected users' to the network Troubleshooting POS registers, debt terminals, RF Guns, and iPads. Connected users' to the WiFi on iPads Library Assistant ITT Technical Institute - Durham, NC July 2016 to September 2016 Provided support for ITT students in a computer lab environment. Used virtual library Assisted students with account maintenance and logging in to school computers Helped students use Microsoft Office Assisted students on Wi-Fi connectivity Computer Technician Claxton Elementary School and Sedalia Elementary School - Greensboro, NC June 2016 to July 2016 Contractor) Assisted other computer technicians at Claxton Elementary School and Sedalia Elementary School with computer installation and configuration of faculty and staff machines. Setup computer equipment within labs and classrooms IT Assistant ITT Technical Institute - High Point, NC May 2015 to December 2015 Federal Work Study) Tutored students in IT courses, and provided tier 1

technical support for school faculty, staff, and students.   Re-imaged computers   Printer support   Math tutoring   Helped students use Microsoft Office Education Bachelor of Science in Information Systems Cyber Security in Information Systems Cyber Security ITT Technical Institute - High Point, NC December 2015 Associates Degree of Applied Science in Network Systems Administration ITT Technical Institute - High Point, NC March 2014 Skills RMS, IOS, MS OFFICE, APPLICATION SUPPORT (1 year), MAC, Information Security, Cyber Security Additional Information Technical Skills: Troubleshoot and resolve technical issues.   Advanced knowledge of Windows Operating Systems (XP and 7)   Mac OSx and iOS   Desktop Application Support   MS Office Suite   Hardware/Software support and installation   Software knowledge: ART, IES, PAC2000, SPARS, WANDA, WACS, Request Center, ACT, BOTS, RMS, RECM ADMIN TOOL

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