

Field Support Technician Field Support Technician Gilbert, AZ IT Professional with a focus in Information Security and experience working in SOC environment. Work Experience Field Support Technician ISOsource - Beaverton, OR June 2018 to Present Supported external clients for general IT support, from password resets to server maintenance Developed IT consultant skills, offering solutions for small-to-medium sized businesses Worked with a variety of platforms and applications, providing blanket IT support tailored to each client IT Security Analyst American Airlines - Tempe, AZ November 2017 to May 2018 Front line, eyes-on-glass monitoring and detection for world's largest airline Managed IT Security incidents through analysis of data processed via SIEM (QRadar, Splunk). Managed investigations for IDS/IPS-generated security alerts, antivirus events, and responded to phishing campaigns Worked to triage security events utilizing industry-standard tools (McAfee Web Gateway, Microsoft EOP, CarbonBlack, SIEMs) IT Help Desk Analyst American Airlines - Tempe, AZ June 2016 to November 2017 Provided front line support for IT, including working with employees remotely. Assisted with additional responsibilities including updating and managing company service guides, agent training development, and managing high severity technical bridge calls. Worked unofficially as trainer and assistant situation manager, working with other IT groups to onboard new applications for support, and cutover to new systems. Education Bachelor of Arts in Japanese Language Arizona State University - Tempe, AZ 2016 Skills TRAINING (1 year), SPLUNK (1 year), HTML (Less than 1 year), JAVA (Less than 1 year), JAVASCRIPT (Less than 1 year), QRadar (1 year)

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