

Intelligence Analyst Intelligence Analyst Intelligence Analyst - MICRO SOLVED, INC Through my work philosophy "work smarter not harder", I have attained a reputation as a man who finds solutions to the most complex problems. Work Experience Intelligence Analyst MICRO SOLVED, INC September 2014 to Present Technical Support BLUE SKIES MEDICAL January 2014 to Present Creation and maintenance of medical records using HealthFusion -Setting up and maintaining communication devices and computers -Maintaining and updating the website Desktop Support & Customer Service PURDUE UNIVERSITY CALUMET August 2013 to May 2015 Conduct desktop support and customer services for university faculty, staff and students -Managed technology assistance requests using a ticket based system -Resolved technical issues from faculty, staff, and students in a timely manner -Create and maintain website content for College of Business and Student Activities Owner AVINA REPAIR February 2013 to September 2014 Diagnose & troubleshoot, software & hardware upgrades, virus & malware removal IT Security Intern AVINA REPAIR May 2014 to August 2014 Increased network security through accelerating antivirus currency -Developed multiple investigated reports & investigated potential misuse of corporate assets -Analyzed vulnerability reports and identified appropriate remediation actions -Significantly reduced administration workload & improved data accuracy Quality Assurance Intern AVINA REPAIR May 2013 to August 2013 Worked with teams to complete testing of new or existing products -Leveraged automated testing tools to enhance testing quality and efficiency -Conducted positive testing of reported defects STAPLES July 2012 to March 2013 07 / 2012 - 03 / 2013 Easy Tech -Responded to all tech questions regarding computers and devices -Completed computer intake processes IT Intern EC2FIX COMPUTERS March 2011 to July 2012 Diagnosed, disassembled, and reassembled laptops and desktops -Repaired, Tuned up, and sold laptops and desktops -Set up Modems and Routers Education Bachelor's in Computer Information Systems PURDUE UNIVERSITY CALUMET 2009 to 2015

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