Information Security Analyst Information Security Analyst IT Technician Phoenix, AZ Helpdesk Analyst that is working towards several certifications including: Redhat: Rhcsa and Security plus. Ultimately I am working towards my goal in gaining a Open Source role in the IT field to further my career. Authorized to work in the US for any employer Work Experience Information Security Analyst Wells Fargo - Chandler, AZ April 2019 to Present Service Desk Analyst Cognizant Technology Solutions - Phoenix, AZ November 2018 to February 2019 Worked mainly with vmware horizon client sessions, usually resolved hung vmware sessions on thin clients. Triaged/escalated other out of scope issues to higher level groups. IT Service Desk Analyst CompuCom - Louisville, KY August 2017 to October 2018 Gained learning experience in Active Directory: mainly through password resets, ad group member policies, admin rights. Handled different applications in the Citrix environment for each contract, hands on troubleshooting experience with basic networking as well as hardware issues for desktop computers, laptops, and mobile devices. Also did basic troubleshooting for certain desktop applications on the windows platform for Microsoft Office suite, Lotus/IBM inotes, Polycom. Prioritizing Email and chat handling through egain and creating tickets for clients through ServiceNow. Mainly worked with Windows 7 and Windows 10 for users and associates. Case Manager II Omnicare - Louisville, KY November 2016 to August 2017 Processing various benefits investigations to provide suitable/favorable outcomes for patients on specialty medications, which would include copay assistance. Benefits investigations mainly entail making outbound calls to various pharmacy benefits managers, insurance companies, and pharmacies to gather information on behalf of the provider for each member case. Intake Specialist / Nurse Billing Omnicare - Louisville, KY January 2016 to November 2016 Processing, and sorting various incoming fax documents that are of various formats. Process all necessary nurse billing documents and make sure all payments are timely. Senior Support Representative Cafepress - Louisville, KY July 2014 to July 2015 Prioritized phone calls and emails with friendliness and empathy towards customers. Used in-house ticketing system to log orders and order notes for clients. Logged bug issues within the Cafepress website via Jira. Handled escalated email tickets that came into queue. Education Bachelor in Communications/Advertising Indiana University - New Albany, IN 2010 to

2013 Transfer credits JCTC - Louisville, KY January 2008 to January 2010 General Studies Eastern High School - Louisville, KY January 2004 to January 2007 Skills Help Desk (1 year), Active Directory (1 year), Service Desk (1 year), Microsoft Outlook (1 year), Windows 7 (1 year), Windows 8 (1 year), Linux Awards JCTC Dean's List 2008 JCTC Dean's List 2009 JCTC Dean's List 2010 Deans List IUS 2012 Deans List IUS 2013 Certifications/Licenses Network+ September 2018 to September 2021

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