

IT Specialist - Contract IT Specialist - Contract IT Specialist - Contract - Boston Consulting Group

Work Experience IT Specialist - Contract Boston Consulting Group - Chicago, IL February 2019 to Present

Managed and updated asset inventory system Executed data migration in coordination with management and technical services personnel. Upgraded employees from Windows 7 to Windows 10 Assist customers in troubleshooting laptop and peripheral issues Cyber Security Risk Analyst Intern JPMorgan Chase, Co - Chicago, IL August 2018 to February 2019 Responsible for monitoring Identity & Access Management and Data Management policies and controls to ensure that Commercial Bank (CB) employees have access to the appropriate technology systems, and SharePoint sites. Created RFI documents detailing the firm's cyber risk profile and controls for prospective clients Enhanced employee onboarding by bundling application requests to create 100% efficiency gain Updated monthly reporting metrics used to monitor compliance with controls

Supported the remediation of audit issues related to Plain English Descriptions for application entitlements and Access Workflow Approval group membership Managed security access for SharePoint users Communicated with team members on weekly compliance metrics Experience working RFI and RFP responses Strong attention to detail Help Desk Technician Intern CareerBuilder - Chicago, IL January 2016 to May 2016 Provided technical assistance and customer service support for incoming queries and issues related to computer systems, software, and hardware Assisted users with installing applications and computer peripherals Managed over 20 printers daily for productivity and network errors Reset passwords through Active Directory Addressed Service Now tickets regarding hardware, software, and networking Imaged and configured computers from Windows 7 to Windows 10 complying with company standards Identified, researched, resolved, and documented technical problems Enterprise Technology Intern Blue Cross Blue Shield Association - Chicago, IL May 2015 to September 2015 Collaborated cross department to develop applications to support business objectives Developed web application for IT department that automated security access requests Assisted users with installing applications and computer peripherals Service Desk Analyst Intern September 2012 to August 2013 Assisted with software, and hardware installations. Troubleshot performance issues on end user devices

Used Service Now call tracking systems to log, track and manage Incidents and Service Requests
Imaged and configured computers from Windows vista to Windows 7 complying with company standards
Education Associates degree in Computer Applications, Information Technology and Microsoft Harold Washington College - Chicago, IL January 2018 to January 2019 computer science
Northwest Missouri State - Maryville, MO August 2013 to May 2015 Skills It Specialist, Help Desk, Desktop Support, Information Technology, Identity & access management (Less than 1 year), RFP (Less than 1 year), Active Directory (1 year)

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