Data Security Analyst Data Security Analyst Data Security Analyst Round Rock, TX Experienced IT professional seeking employment in Round Rock Authorized to work in the US for any employer

Work Experience

Data Security Analyst
Masergy Communications - Plano, TX
2017 to 2019

Kept clientele apprised daily, via telephone, of their network security status   Performed traffic analysis in order to differentiate false positive signatures from legitimate threats   Alerted clients immediately to any breach of their firewall and advised on appropriate recourse   Remotely accessed company equipment in order to maintain communication with client end   Maintained database of customer network architecture via Unix/SQL

Client Support IT Technician
Dell Technologies - Round Rock, TX
2016 to 2017

Took inbound customer calls and maintained a case load of 20 - 40 simultaneous service requests   Troubleshot hardware, software, and networking issues by phone   Dispatched replacement hardware and/or physical media when necessary   Remotely accessed end user systems in order to facilitate system diagnostics, driver updates, etc.   Routinely talked callers through OSRIs, hardware seating, and BIOS and Network configuration

Computer Hardware Technician
BestView Computer Services - San Angelo, TX
2010 to 2012

Replaced computer hardware on-site as a third-party Unisys technician   (Dis)Assembled Laptops, AIO systems, SFFs, and PC Towers in order to facilitate repairs   Completed OSRIs, configured BIOS, and installed drivers to ensure concurrent hardware fix   Serviced and installed upgraded components to server racks for governmental contracts   Coordinated repair times, took possession of shipped repair parts, and returned defective parts

Education

Bachelor of Science in Computer Science
Angelo State University - San Angelo, TX
2012 to 2015

Skills

SQL (3 years), Java (3 years), HTML/CSS/JS (1 year), C++ (3 years), Python (2 years), Linux/Unix (3 years), Perl (1 year), Technical Writing (3 years), Technical Support (10+ years), Windows OS (10+ years)

Assessments

Data Analysis — Proficient
January 2019

Measures a candidate's skill in interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data.
Full results: https://share.indeedassessments.com/share_assignment/7kptrt-4azm3gxca

Problem Solving — Highly Proficient
January 2019

Measures a candidate's ability to analyze relevant information when solving problems.
Full results:

https://share.indeedassessments.com/share_assignment/lgk52oj25rhc8eke Critical Thinking Skills Highly Proficient January 2019 Measures a candidate s ability to use logical approaches when solving problems. Full results: https://share.indeedassessments.com/share_assignment/xzzh0ouhvfs3x2qo Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information   BS in Computer Science with a minor in Technical Writing   3 years of professional experience in the IT industry   A proven history of providing excellent Desktop Support and IT administration   Highly effective in communications with end users and outside departments

Name: Alison Joseph

Email: vanessa78@example.com

Phone: 841.621.5454x7433