

IDENTITY & ACCESS MANAGEMENT ANALYST IDENTITY & ACCESS MANAGEMENT ANALYST IDENTITY & ACCESS MANAGEMENT ANALYST - INSIGHT Fort Worth, TX Authorized to work in the US for any employer Work Experience IDENTITY & ACCESS MANAGEMENT ANALYST INSIGHT - Plano, TX January 2018 to Present Queue management Quality Assurance of all Service Desk Tickets Provides accesses to 12,000+ employees as requested IT Security & Active Directory specialist AIG - Fort Worth, TX October 2016 to January 2018 Assisted with taking 40+ incoming calls every day Ticket creation Data entry Troubleshooting Queue coordination TECHNICAL SUPPORT ANALYST TELVISTA - Dallas, TX January 2015 to October 2016 Assisted with taking 40+ incoming calls every day Ticket creation Data entry Troubleshooting Education Certificate PCI HEALTH TRAINING CENTER Skills PRINTERS, APPLICATION SOFTWARE, MOBILE DEVICES, SOFTWARE LICENSING, BEST PRACTICES, Active Directory, Siteminder, SSO, Identity Management Additional Information SKILLS Diagnose and resolve unique, nonrecurring problems associated with application software and operating systems; determine the source of problems and classify their level, priority and nature. Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones and other computer and telecommunications equipment. Install and support PC, laptop, tablet and mobile hardware and software Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function. Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades. Work with hardware and software vendors to verify timely product delivery and ensure that new equipment is installed and ready to operate on schedule. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems. Document procedures, standards, best practices configurations, settings, and installation instructions.

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