IT/Access Security Analyst IT/Access Security Analyst Oak Park, IL Authorized to work in the US for any employer Work Experience IT/Access Security Analyst Reyes Holdings LLC - Rosemont, IL January 2018 to Present   Receive and accurately record details of problems reported to the ITSC to include status and resolutions to problems    Successfully troubleshoot, diagnose and resolve Tier 1 & Tier 2 service and support issues.    Provide accurate Tier 1 - Tier 3 services and support metric reporting (i.e. call tracking) as required.    Handle the efficient escalation of customer service and support issues to the Tier 2 & 3 support team.    Manage execution of assigned tasks against detailed project plans that facilitate the timely completion of infrastructure objectives and deliverables.    Create and maintain production support documentation including technical support documents and end user instructions.    As a team member, discuss with team to evaluate and maintain assigned policies and procedures to keep them current and efficient, and present to supervisor/manager.    Provide first-level support in the areas of Citrix, Active Directory, Enterprise 365, JDE EnterpriseOne, PC software applications, desktop/laptop hardware, mobile devices, and networking. Maintain skill level sufficient to provide such support.    Respond to error messages by resolving issue or escalating to appropriate support personnel.    Remote support using SCCM, Tight VNC, Bomgar    Bilingual support (French and English)    Other tasks and duties as assigned.   IT Help Desk Agent HYATT - Chicago, IL November 2016 to November 2017   Utilized ServiceNow ticketing system in providing IT support to worldwide hotel chain through phone and email. Troubleshoot system software and hardware issues including Active Directory, cyber security, Email/outlook support, Access Security, VPN access, on boarding and offloading of users, Multi factor authentication,    One call resolution and ticket escalation to appropriate team for quick resolution    Configured and update of Java application to provide security certificates for Hyatt domain URLs within hotel Oracle systems    Worked with Oracle in providing remote and secure access for troubleshooting within specific domains/grids.    Network printer setup and support for properties worldwide    EMV System setup and support following guidelines setup in knowledge base    Password resets, user profile setup and unlocking, Terminations and group access. Setting up Shared Mailbox and Distribution groups access    Software and hardware installation and support

using admin rights.    Troubleshoot Microsoft OS issues. Installing updates and updating group policy   Used Bomgar Remote Access for troubleshooting, backup/restore and updating software Created Knowledge Base articles detailing steps and procedures for troubleshooting specific software issues with strict focus on SLAs.    Trained new employees on corporate culture and troubleshooting procedures to provide the best result driven care to worldwide users     Citrix software installation and support for thin client users. Using system software to access servers for hung sessions within Citrix. IT Help desk Agent ADP/CDK Global - Hoffman Estates, IL October 2014 to March 2016   Telephone support to worldwide internal clients providing one call resolution to software and hardware issues    Applications Support for software and hardware.    Troubleshoot VPN issues for internal clients. Providing access to company infrastructure remotely and also client server boxes     Active Directory support, password provision and reset for end user clients   Software troubleshooting for clients locked out of hardware using SOPHOS/Safeguard Challenge/Response to enable access     Ticket creation for client issues and provided escalation cases to appropriate team for timely resolution following SLA guidelines.     Used REMEDY to coordinate workflow. Search records and submit tickets and client request Education Bachelor's in Applied Sciences in Business Administration Robert Morris University Skills VPN (9 years), BILINGUAL (10+ years), SATISFACTION Additional Information Skills     ? Highly experienced working in a fast paced environment that requires multi tasking skills  ? Bilingual. Fluent in both French and English.  ? VPN and password reset professional with experience in lotus and Microsoft software systems.  ? Highly motivated independent and team worker able to meet deadlines  ? Ticket Tracking and escalation skill to ensure issue resolution to clients ultimate satisfaction meeting company's SLA's.  ? Experienced in grasping business operational procedure and thereby is able to relate to business enquiries in a professional and friendly manner to ensure maximum satisfaction  ? Excellent interpersonal skills in a technical and in bound call environment.  ? Proficient in ticketing and one call issue resolution to ensure client satisfaction and therefore retention and improvement of company brand.

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