Cyber Security Analyst/Identity Protection & Management Cyber Security Analyst/Identity Protection & Management Cyber Security Analyst/Identity Protection & Management - DirectViz, WHS Washington, DC Work Experience Cyber Security Analyst/Identity Protection & Management DirectViz, WHS - Pentagon, VA, US June 2018 to Present   Implementation of PKI in daily Department of Defense operations on both the classified (SIPR) and unclassified (NIPR) networks. Enroll, maintain, suspend and revocation of certificates (classified and unclassified) for standard PKI user, Administrative users, clone (FO/GO/SES), code signing, role, and group tokens.   Implement, maintain, suspend, and revocation of Sever Certificates via certificate authority.   Perform restoration of suspended certificates though Key Recoveries for internal and third party organizations.   Perform daily reports: lost tokens, expiring server and group certificates, "bad boy" list.   Maintain Access database that houses all PKI information for individuals, groups, servers. Perform all Idenity Protection/Registration Authority operations in alignment with DISA Audit standards. Quality Assurance Analyst Netcentrics - Pentagon, VA, US October 2016 to June 2018 June 2017 - June 2018) management for technician performance improvement Teksystems - Pentagon, VA, US October 2016 to February 2017 OSD-JSP Pentagon, VA (October 2016 - February 2017)   Assign all incoming tickets to technicians based on skill set, availability, and corridor assignment to ensure the efficient and timely resolution of technical issues.   Review and provide quality analysis on tickets, detect issues and provide solutions to management for technician performance improvement.   Monitor and evaluate to make recommendation for process/procedure improvement.   Ensure tickets are pended in a timely manner to meet SLA, ensure tickets are pended and categories within tickets are appropriate to meet KPI within contractual agreement. Note any trends in incoming tickets, ticket handling, and ticket closing amongst all technicians. Run daily reports for queue distribution to ensure technicians have an even workload, run resolution statistics, run reports to track aging tickets.   TA duties including: validating user is eligible, sending information and working with RA to request token, delivering tokens to users, assist in downloading of user certificates, reporting to RA if a token is compromised, lost or stolen, and resetting NIPR & SIPR tokens for customers.   Understanding of ITIL procedures, CSI initiative, and meeting SLA

requirements.   General troubleshooting of laptops, desktops, tablets, and software.   Extensive knowledge of: Excel (including pivot tables), VPN, Tanium, ARS/AD,   Remedy, Sharepoint, Dameware, Windows OS, Microsoft Suite, Email Protocols. Support Program Analyst Inquisit, OIG-ISD - Center, VA, US April 2015 to June 2016 Provide technical support for all DODIG users via ticketing system, phone, or in person. 1   Manages and routes ticket requests to appropriate analyst, ensuring the efficient and timely resolution of technical issues.   Create, modify, and maintain end user accounts, folders, lists and permissions.   Regular workstation, server, and software maintenance.   Provide outstanding customer service to users and maintain communication between customers and technicians.   Extensive knowledge of: VPN, VOIP, VMware, Sharepoint, Dameware, Windows   OS, Email Protocols, Active Directory, Citrix, Teammate, GP management,   Microsoft Exchange server, and Remote Desktop. IT Support Specialist Parkfairfax Condominium - Alexandria, VA July 2013 to April 2015 Assist in the creation, implementation and application of working & reserve budget for association.   Use of data to create spreadsheets and databases as organizational and informational tools.   Prepare a wide variety of forms and reports for supervisor.   Research technology advances and changes to further streamline everyday operational functions.   Provide Parkfairfax staff with technical solutions to computer, software, network, printer, and hardware issues on site. (Mac & PC).   Organize, create, manage, and distribute monthly newsletters.   Manage and maintain company website. (www.parkfairfax.info)   Manage and maintain company social media websites (Facebook, Yahoo! Groups).   Organize and lead meetings regularly.   General administrative duties to maintain office structure. IT Support Specialist F1 Computer Solutions - Warrenton, VA June 2011 to July 2013 Provide customers and staff with technical support to computer, software, network, printer, and hardware issues both on site and off.   Create spread sheets and databases as information and organizational tools.   Provide vendors, customers, and partners with outstanding customer service.   Coordinate off-site troubleshooting for customers.   Coordinate meeting and travel arrangements.   Research technology advances and changes to further streamline everyday operational functions. Executive Assistant F1 Computer Solutions - Radford, VA August 2012 to May 2013   Provide

visitors, potential students and MBA students with resources and information and outstanding customer service as needed. Research technology advances and changes to further streamline everyday operational functions. IT Support for office and various staff throughout the building. Create and manage large database of all student contact and program information. Create spreadsheets and databases for informational and organizational purposes. 2 Active DOD issued secret Software: Windows 7 &10, MS Office Education M.S. in Cyber Security & Mgmt Policies University of Maryland August 2017 to Present B.S. in Management Radford University May 2013 Skills Information Security, Cyber Security, Comptia Certifications/Licenses A valid IT Specialist certification Assessments Email Expert April 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/z6wx0ixp3o7xyfcg Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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