

Help Desk Technician Help Desk Technician Cyber Risk Management Analyst - SAIC Petersburg, VA Authorized to work in the US for any employer Work Experience Help Desk Technician SAIC - Richmond, VA June 2016 to Present    Serve as the initial point of contact for troubleshooting hardware, software, PC, and printer problems.    Provide excellent customer service while using active listening skills to determine the cause of the users issues    Diagnose, troubleshoot, and resolve a range of hardware, software, and connectivity issues IT Security Assistant Virginia State University - Petersburg, VA February 2016 to June 2016    Create customer friendly Security Awareness and Role Based Trainings    Create SANs accounts and assigning security trainings to users to assure users are in compliance with University polices Security Analyst Intern Virginia State University - Petersburg, VA 2015 to May 2015    Used tools such as a Fluke to determine if ports are activated and to test network cables.    Resolved issues for non-working network cables Troubleshoot network or connectivity problems for users or user groups. Education Bachelor of Science in Management Information Systems Virginia State University - Petersburg, VA May 2015 Certifications/Licenses Security+ May 2016 to May 2019 Windows 7,Enterprise Desktop Support Technician 70-685 November 2016 to Present Installed and Configuring Windows 10 October 2017 to Present

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