Desktop Service Technician Desktop Service Technician Desktop Service Technician - TekSystems Fairfield, AL Work Experience Desktop Service Technician TekSystems - Birmingham, AL January 2019 to Present   Remotely refreshing hardware and operating systems for Encompass Health hospitals   Hardware/Software installs and upgrades   Windows 7-10 Enterprise/Microsoft Application support   Proficient in Remedy Ticketing system   Proficient in JumpServer Use   Proficient in backup and data migration   Proficient in deployment, configuration, and troubleshooting of Microsoft Windows client operating systems Venue IT Lead/Maintenance TopGolf - Birmingham, AL November 2017 to Present   Troubleshoot POS tablets and all other computers at the venue   Maintain and resolve gameplay issues for the venue   Assist in audio and technical changes in the venue   Proficient in ServiceNow ticketing system   Works with ServiceNow team to maintain POS tablets Data Security Analyst Regions Financial Corporation - Hoover, AL December 2007 to August 2018   Processed Data Security Requests through a Centralized Access request system, including Sailpoint   Maintained Security and answered Data Security Support Telephones or email requests   Assist in the provisioning of SOX applications   Determined all appropriate access for New Hires and Existing End Users   Demonstrated knowledge of Security Applications   Proficient in creating users and groups in Active Directory and Mainframe   Very experienced with Microsoft Technologies, i.e., the Microsoft Office Suite   Proficient in Remedy Landesk/Ivanti ticketing system   Assisted with training in Ivanti ticketing system Education Associate Skills Active directory, Citrix, Mainframe, Security, Scripting, Windows Server (10+ years), Information Security (10+ years), Cisco (10+ years) Additional Information Summary of Skills Excellent customer service skills Strong communication skills (written and oral) Adapts to changes in IT quickly Proficient in Identity and Access Management Proficient in Security applications, including Active Directory, Citrix and Mainframe Rumba   Training in Powershell scripting and Hyena   Experience troubleshooting PC compatible productivity suites in medium to large size businesses

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