

IT Administrator IT Administrator IT Support Specialist Herriman, UT Recent Western Governors University graduate in cyber security with more than 20 years' experience working on computers including building and troubleshooting desktops, laptops, mobile devices and more. Seeking to leverage my new degree and certifications as well as my strong background with desktop support into a new role where I can grow and help build the team around me. Authorized to work in the US for any employer Work Experience IT Administrator Robert Half/Healthicity - Salt Lake City, UT November 2018 to December 2018 Supported the CTO in brainstorming ideas to implement to be secure and easy Ubiquiti Wi-Fi setup (IDS/IPS, AP placement) o Setup RADIUS server for main Wi-Fi on Ubiquiti Switch Azure AD administration (user creation, password resets, permissions) Office 365 administration (Exchange, Mail Flow, Message Trace) o Tracked down attempted phishing attempts Wrote Powershell scripts for drive mapping as well as software installs FortiGate Administration (VPN, routes, 2FA) o Created local/computer based user certificates for VPN access Setup print server on Server 2012 allowing both PC and Mac to grab printer drivers Provisioned/Re-imaged machines TSE - Network Protection Symantec Corporation - Draper, UT April 2018 to June 2018 Diagnosed and solved complex software, hardware and networking issues o Monitored and analyzed network traffic using Wireshark to diagnose and resolve product and technical issues o Provided technical assistance to external customers using BlueCoat Proxy o Recommended ideal ports to use for BlueCoat Proxy Utilized case management tools such as Service-Now and provided case monitoring, status updates, documentation and notifications to customers IT Support Specialist Control4 - Draper, UT December 2016 to June 2017 Salesforce and Microsoft Identity and Access Management Used Active Directory to assign role-based access o Unlocked user accounts and reset password o Create and maintain user accounts o Local domain administration Deskside assistance with computer hardware and software Office 365 Administration for all users between E1, E3 and E5 accounts Helped implement Service-Now (from Dell Kace) o Tracked customer issues and resolutions o Inventory Imaged machines for on-boarding and current employees Relocated users between switches/VLANs when desk swapping Supported network administrator & senior systems administrator Created

documentation for proper equipment use Media Support Specialist II/Desktop Support Salt Lake Community College - West Jordan, UT October 2013 to May 2016 Provided IT hardware/software support to all staff and students

- o Troubleshoot break/fix issues
- o Ran virus and malware scans when reported
- o Remotely installed software via PXE boot based on job title
- o Reimaged machines based on new user or to mitigate a problem

Identity management using Active Directory Setup multimedia equipment for staff or external guests to use for classes/seminars such as projectors, projection screens, VCRs, lapel microphones and more. Created documentation for proper use of equipment

Education Bachelor's Degree in Cybersecurity & Information Assurance Western Governors University - Salt Lake City, UT January 2019 Associate's Degree in Network Systems Salt Lake Community College - West Jordan, UT May 2015 Skills Problem solving, Active Directory, DNS, VMware, Exchange, Security, Desktop Support, Tech Support, Help Desk, MAC, Service Desk Certifications/Licenses SSCP A+ Network+ Security+ Project+ ITIL V3 ECES ECIH Assessments Spreadsheets with Microsoft Excel Highly Proficient May 2019 Measures a candidate's Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: https://share.indeedassessments.com/share_assignment/ufvlcxpxnlmnp7ts Basic Word Processing with Microsoft Word Expert May 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: https://share.indeedassessments.com/share_assignment/kxr77qnradi3xazl Basic Computer Skills: PC Highly Proficient May 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/0zltmsiqyckwr-0b Technical Support Highly Proficient May 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/jbde-gkzpzr9-op7 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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