

Incident Responder/ Security Analyst Incident Responder/Security Analyst Incident Responder/
Security Analyst Richmond, VA Over 12 years of customer service experience with multiple skill sets
in different industries. Outgoing and detail-oriented, well organized and have the ability to multi-task
while keeping workload prioritized for maximum production. Quickly learns and masters new
technology skills; equally successful in both team and self-directed settings; and proficient in a range
of computer systems. Effective communication verbally, written and works well under pressure while
possessing self-motivation, great time management skills and a customer-friendly individual who
wants to expand and grow in an information technology role. Work Experience Incident Responder/
Security Analyst GE - Richmond, VA March 2018 to Present IT Specialist Task Lead Defense
Contract Management Agency - Fort Lee, VA September 2017 to March 2018 Active Secret
Clearance Also maintain responsibilities under IT Specialist Manage 30 employees located
nation-wide Review resumes for interviewing prospective employees along with performing the
interviews Collaborate across teams to ensure appropriate accounts are created for new
employees, along with training all new team members to ensure appropriate knowledge is applied
Create schedules, approve timesheets, review daily performance, and measure departmental
productivity metrics Communicate regularly with employees and management to see overall goals
are met IT Specialist Defense Contract Management Agency - Fort Lee, VA September 2016 to
September 2017 Active Secret Clearance Troubleshoot stand-alone PCs, PCs linked to
networks, printers, and other computer peripherals Install operating system and maintain
configuration settings Strong technical knowledge and the ability to diagnose and resolve
software, hardware, network, and operating system problems Performs technical, operational, and
training support to users by either telephone, or on-site for PC desktop hardware and software
packages Install, test and configure operating system for Windows 10 Troubleshoots computer
problems, performs hardware and software diagnostics, coordinates needed repairs, resolves
computer system problems, including coordination between users and components of a local area
network Install and test standard software for end user computers Provide customer support for
applications such as SDW & MOCAS Maintain customer support through Active Directory

Dispatch hardware and software to new employees Install COTS applications for customers

Configure and use Symantec to backup employee computers Install and configure mobile devices such as tablets & iPhones Use System Center Configuration Management to image computers and install software Responsible for Windows 10 deployment throughout the DCMA Handle Asset Management for local branch Technical Specialist Defense Logistics Agency-Contractor SAIC - Richmond, VA September 2014 to September 2016 Active Secret Clearance Help desk providing Tier 1 telephone support for National and International DLA user while also assisting a large number external customers calling in from around the world. This support is provided 24x7 and covers all Help Desk systems and equipment at a high profile federal government installation 78% First call resolution troubleshooting hardware/software problems, tracking down network/communication problems Contacting appropriate individuals to report issues and track until corrected, along with following up on problem tickets to resolve the issues Connectivity and functional assistance concerning both standard applications and over 200 unique systems (Remedy, Citrix, AMPs, Cfolders, Juniper) Assisted a large variety of Amps users with account maintenance, while also keeping the end user as knowledgeable as possible for the best support Supporting password resets in SAP, CAC recovery and active directory Responsible for the quality of support and installation in meeting daily service level agreements and metrics Ability to follow procedural guidelines to respond to and/or research customer questions while maintaining a high level of discretion as called for in a SECRET level environment Assisted users with EMAIL account maintenance and account access Provide on-the-job training to new employees that will support the help desk, along with giving tips, and documentation to provide more efficient customer support

Use System Center Configuration Management to install software Education Bachelors in Computer Information Systems-Network Security ECPI University November 2014

Certifications/Licenses 70-698 Installing & Configuring Windows 10 April 2018 to Present 98-349 MTA Windows Operating System December 2014 to Present Security+ August 2014 to August 2020

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