Network Cable Technician Network Cable Technician Security Analyst Collinsville, IL Diversified IT professional with 7+ years of experience looking to leverage extensive education, customer service skills and project management experience into a progressive position with increasing responsibility. Authorized to work in the US for any employer Work Experience Network Cable Technician Worldwide Technology - Edwardsville, IL April 2019 to July 2019 Managed cabling and connections for server racks  Labeled cables and devices for proper identification  Prepared finished racks for shipping  Tested link lights to ensure proper device functionality and cable management Security Analyst Apex Systems, Inc February 2018 to February 2019  Used Waveset Active Directory manager to assign roles  Used Oracle to assign user groups  Managed user's roles in Security Coordinator  Assigned Linux roles through Active Directory Manager System/ Network Administrator FantasTechs, Inc December 2017 to August 2018  Migrated domain controllers from Server 2008 to Server 2016  Created VoIP VLANs for migration to VoIP lines  Whitelisted vendors in SonicWall for access  Assisted in switch change and configuration from non-PoE to PoE devices  Set up and configured GCDS Security Analyst BJC Healthcare May 2017 to December 2017  Worked daily in Active Directory adding/removing permissions  Built accounts for Clindesk, Compass, Kiddos, ActiveForms, Teletracking, Cernerbridge  Setup access for Epic, HMED, RSA tokens, and the Airwatch application  In charge of the terminations list in Active Directory weekly Technical Support Specialist Winning Technologies, Inc October 2016 to May 2017  Check servers and backups daily for proper functionality  Add, move, and delete users in Active Directory  Troubleshoot issues of all manner related to Internet Technology  Act as liaison and consultant to customers, recommending best practices and next steps  Supported users with iOS and Android devices  Performed troubleshooting on Windows and Apple iOS devices (iPhone, iPad, iPod touch) with heavy customer interaction through email, telephone call, and face-to-face  Wrote procedural documentation in Sharepoint for new issues and installs as needed Tech Support Analyst Washington University School of Medicine - St. Louis, MO August 2014 to October 2016 * Help desk support and troubleshooting * Worked with systems including ITSM ticketing system, ServiceNow, SCCM, Citrix GoToMeeting, Citrix XenApp * Added/deleted users/groups in Active Directory and

Microsoft Exchange * Worked in Windows and OS X platforms * Assisted in Resident Changeover Process * Supported users with iOS, Android, and Windows devices * Performed troubleshooting on Windows and Apple iOS devices (iPhone, iPad, iPod, Macbook) with heavy customer interaction through email and telephone call Desktop Analyst Lindenwood University - St. Louis, MO May 2012 to August 2014 * Configured Cisco AnyConnect systems, LAN/WAN and VPN connections for remote clients * Troubleshot and assisted end users in educational environment * Active Directory user management including groups, OU'S. Password resets and lockouts * Assisted with new pc setups including imaging, data and software migration * Troubleshot open tickets over the phone or by remote support software client * Provided Exchange and Active Directory changes for clients * Windows XP migration Win 7 Conversion * Assisted with onsite and remote support of all open tickets through proprietary ticketing system * Supported users with iOS, Android, and Blackberry devices * Mobile Device Management experience with Airwatch or MobileIron * Performed troubleshooting on Windows and Apple iOS devices (iPhone, iPad, iPod touch) with heavy customer interaction through email and telephone call, with some face-to-face Education Master of Science in Cyber Security in Cyber Security Lindenwood University August 2017 Master of Science in Information Technology in Information Technology Kaplan University April 2016 Skills security, access, Active Directory, testing, Cisco, training Assessments Technical Support Skills — Expert February 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/r4tv20ytxk5opr80 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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