

Job Seeker Hyattsville, MD My objective is to utilize and grow in the exceptional skills that I have acquired in IT security field. I have over three years 'of experience using managerial leadership and administrative interpersonal skills using Risk Management Framework, Vulnerability Scanning, Security Documentation, and FISMA. Work Experience Northrop Grumman Corporation - Annapolis, MD August 2018 to Present Tier 2 ? Provided technical Support for computers and associated networks. ? Worked closely with IT management colleagues, technicians, server administrators, network engineers and IT security staff to remediate classified data spillage incidents. ? Installed, serviced and repaired personal computers related PC software, telephones cables and connectors. ? Connected personal computers and terminals to existing data networks. ? Performed basic PC setups and maintained trouble logs. ? Instructed and assisted users in the use of personal computers and networks locally and remotely. ? Investigated information, network and communications needs of users and made recommendations regarding software and hardware purchases. ? Completed paperwork and other tasks needed to satisfy security requirements. ? Followed all security regulations, guidelines and processes regarding the installation, maintenance and retirement of PCs and PC related hardware and software. ? Reviewed, maintained and organized the trouble ticket queue to identify issues that needed to be mitigated. ? Worked through and resolved the ticket queue without intervening management with established SLAs. ? Established and maintained high levels of communication and customer satisfaction according to defined objectives while adhering to established policies. ? Provided User support remotely and in person. (Via phone and email.) ? Resolved help desk issues including troubleshooting and upgrading hardware and software. ? Performed user administration duties, creating and removing user accounts, configuring user accounts. ? Maintained applications day to day health, ran weekly backups and reports. ? Provided Tier 1 and Tier2 O&M Support. ? Created standard operating procedures for user training. ? Managed cases with ticketing system and ticket queue. ? Installed Microsoft and third party Applications. ? Configured multiple mobile devices: IOS, Android Smart Phones and tablets. ? Provided VPN support training including configuring, and troubleshooting. IT Security Analyst Prospecta IT, LLC - Bowie, MD April 2015 to July 2018 Performed system security

categorization. ? Conducted Risk management meetings on Category 1 and 2 systems. ? Developed Security Test and Evaluation using NIST SP 800-53A. ? Applied current computer science technologies and Information Assurance (IA) requirements to the analysis, design, development, evaluation, and integration of computer/communication systems to maintain confidentiality, integrity, and availability of systems worked on. ? Performed system security scans using ACAS scanning tool. ? Performed systems vulnerabilities identification and remediation. ? Manually reviewed logs and provided documentation guidelines to business process owners and management. ? Documented and reviewed security plans (SP), contingency plans (CP), contingency plan tests (CPT), privacy impact assessments (PIA), and risk assessment (RA) documents per NIST 800 guidelines. ? Participated in the administration of Active Directory, ? Worked day-to-day with senior management in corporate HQ, and provided routine travel to nearby data centers/offices in need of service. ? Collaborated with team members on data center, network administration, backup and disaster recovery efforts and strategies. ? Monitored servers - rapidly and effectively diagnosing and solving all outages or performance problems creating home profile information for users, troubleshooting; manage customer account information; effectively communicate, interpret, and resolve customer issues. ? Provided network connectivity for IOS, mobile devices, Windows 10 and provide data support, and resolve support tickets. Security Analyst Ace Solutions - Fairfax, VA February 2012 to March 2015 Monitored application logs. ? Assisted in planning, executing, and monitoring the six-step risk management framework (RMF) process for information systems (IS) worked on. ? Analyzed the IS and recommended what categorization level it was in accordance with NIST requirements. ? Prepared, maintained, and updated the system security plan. ? Assisted in the creation of the initial security control baseline. ? Prepared, maintained, and updated the continuous monitoring strategy. ? Configured scanning to validate system configuration. ? Responded to operating systems, applications and network access issues, hardware failures and upgrades. ? Serviced IOS and all mobile devices in a Windows environment. ? Provided production support; accurate problem identification, resolutions and documentation. ? Worked closely with other Tier II Administrators to ensure any problems are resolved in timely

manner. ? Implemented security solutions to complete certification and accreditation process on all systems. ? Implemented and documented procedures for back-up, restart, and recovery of software components. Education Bachelor's in Communications, Computer Science Bowie State University - Bowie, MD Skills SECURITY, IOS, ACTIVE DIRECTORY, CITRIX, VMWARE, REMEDY, SYMANTEC, SYSTEM SECURITY, RISK MANAGEMENT, TEST EVALUATION, NOVELL, WINDOWS XP, EXCEL, MICROSOFT OFFICE, OUTLOOK, POWERPOINT, WORD Certifications/Licenses CompTIA Security+ ce Certification October 2018 to December 2021 CompTIA Security+ ce Certification Credential Identifier Credential ID COMP001021438671

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