

Security Analyst II Security Analyst II Security Analyst II - Anthem Inc Indianapolis, IN Work Experience Security Analyst II Anthem Inc - Indianapolis, IN January 2017 to Present Responsible for procedures to ensure the safety of information system assets and to protect systems from intentional or inadvertent access or destruction. Implemented company policies, technical procedures and standards for preserving integrity and security of data, reports and access. Provided documentation on application provisioning for first level troubleshooting of processes to other analysts. Maintained a 97% or above efficiency for the over 19,000 application production work orders for the year. Field Support Analyst Sr Anthem, Inc. - Indianapolis, IN January 2016 to January 2017 Utilizing a newly developed support channel that focused on customer service and an improved in-person Tech- Support experience. We were able to cut calls to the Service Desk by 30%, and visits to the Field Service office by 20% which allowed both entities to focus on their direct missions. Systems Administrator / Consultant Robert Half Technology - Denver, CO January 2015 to January 2016 Working through a contract with Adams County Public schools, which consists of 13 schools and over 7,500 students. I worked with administrators, educators as well as students to ensure their issues were handled in a timely manner with great customer service. Senior IT Analyst ARAMARK SPORTS LLC - Denver, CO January 2014 to January 2015 Managed support of Point of Sale (POS) systems (Micros & Symphony) for 8 local sports\ entertainment venues in the Denver metro area. Oversaw Server upgrades at three venues to ensure PCI compliance. Proposed wireless upgrades for Red Rocks Amphitheatre. IT Site Manager Erickson Living - Highlands Ranch, CO January 2011 to January 2014 Facilitated IT Support for over 200 staff members and 700 plus residents. Upgraded staff systems from Windows XP to Windows 7 with zero downtime. Coordinated with project teams to uncover any possible IT opportunities. IT Manager MINNE-TOHE HEALTH CENTER - Newtown, IN January 2009 to January 2011 Managed IT services for local Tribal health clinic as well as 4 offsite locations. Uncovered network shortcomings in new clinic building, oversaw design and bidding process. Won a \$1 million dollar award for network purchase and installation. Education BS in Business Administration Regis University - Denver, CO Skills CUSTOMER SERVICE, PROCESS ANALYSIS, QUALITY

ASSURANCE, Active Directory, Cisco, access, training, Security, Microsoft Office

Name: Tonya Phillips

Email: dwayne43@example.net

Phone: 698.463.3658x09149