

SAP Security Administrator SAP Security Administrator IT Security Analyst Bettendorf, IA Dedicated hard worker with an outstanding willingness to learn and the ability to do so quickly. Acquired a degree focused in Information Systems. Strong background in helpdesk support. Proficient in fast-paced environments and intense situations while within a team environment. Authorized to work in the US for any employer Work Experience SAP Security Administrator John Deere - Moline, IL July 2017 to Present IT Security Analyst-SAP Security Admin Tier 3 Work in ServiceNow ticketing system gathering approvals and either assigning or removing roles from various users/applications in SAP Logon Collaborating as a team to tackle required daily tasks and assisting other teams with scripting those daily tasks IT Security Analyst TriSource Solutions LLC - Bettendorf, IA October 2016 to July 2017 Perform various IT duties in business environment such as scripting reports to run, transferring data, deploying workstations, checking on servers, driver installs, and troubleshooting various Win 7/10 problems and web browser issues. Assign passwords, reset passwords, set up new employees, Windows Server 2008 r2 remote work, Active directory work, server backups, app deployment, server disk drive swaps, etc. Reconfigure and troubleshoot/diagnose server, switch, and networking problems. Made phone calls to vendors such as Dell to replace HDD on server. Supported several applications and deployed them with scripts. Adobe, drivers, MS, OS etc. Senior Help Desk Tech & Dealer Business Specialist (Sedona) John Deere @ InfoWeb Systems - Moline, IL January 2016 to October 2016 Provide outstanding help desk support and customer service to John Deere Dealers Assist Dealers with Install/Uninstall of programs, create scripts, permission/access issues, acquiring discs/licenses, and troubleshooting Windows XP, 7, 8, 10 problems Use a ticketing system, tier 2, my own ingenuity, problem solving skills, and knowledge based solutions to resolve problems Customer Service - Computers (Seasonal) Best Buy - Davenport, IA August 2015 to December 2015 Deliver customer service and tech support in a fast-paced sales environment Assist Customers with various hardware and software issues including suggesting solutions IT & Program Specific Skills Applications: SAP Logon, Host- QWS3270, CASD ticketing system, Active Directory, Service Advisor 4 and 5, PM Pro, JDCP, ECUPP, Ultra edit, NetBeans, Visual Studio, etc. Windows 7 & 10

OS: Command prompt, Disk cleanup/defragmenter, Task manager, etc. Typing: 73 words per minute typing abilities Programming Languages: Java, MYSQL, VB, XML, Python, HTML, LMC, JavaScript, PHP MS Office: - Word, Excel, Access, Outlook, Lync, and Skype for Business Hardware: HDD Transfers, CD drive installs, RAM upgrades, Routers, Modems, video cards etc. Experience with computer hardware and operating systems, Windows 7, 10, Others: Internet connection diagnosing, Mobile app development-Java, Google Chrome and IE troubleshooting, etc. International Help Desk Technician (Stefanini) John Deere @ InfoWeb Systems - Davenport, IA June 2015 to December 2015 Deliver excellent customer service to John Deere Employees, Contractors, and AU Dealers Use various applications inside John Deere environment Assist users with a wide range of IT troubleshooting such as: resetting user's passwords, diagnosing hardware malfunctions, and helping customers log into the VPN IT Security Analyst John Deere @ InfoWeb Systems - Moline, IL SAP Security Admin Tier 3 Work in "ServiceNow" ticketing system gathering approvals and either assigning or removing roles from various users/applications in SAP Logon Collaborating as a team to tackle required daily tasks and assisting other teams with scripting those daily tasks Education Bachelor of Arts degree in General Studies Western Illinois University - Moline, IL December 2015 Associates of Arts Degree in Liberal Arts in Liberal Arts Scott Community College - Davenport, IA January 2012

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