

Information Security Analyst Information Security Analyst Work Experience Information Security Analyst Cincinnati, OH July 2018 to Present - Functions as an escalation for the WorldPay IT Analyst and troubleshoot issues - Store security related information for Servers, Databases, networks into a secure vault - Create IAM documentation and process improvement to implement changes to reduce manual provisioning - Handle on and off hours Incident/Change management request with patching teams - Provision request in Oracle Identity Manager (OIM), Mainframe, Salesforce and Active Directory, Email exchange server, skype server and over 150 applications. - SME on all approved request for email creations, servers, databases, drive access, networks and security tools IT Analyst II Disney/ESPN - Cincinnati, OH May 2017 to June 2018 - Basic TCP/IP troubleshooting and profiling (ping, latency, Etc) - Basic Citrix administration for user remote applications - Troubleshoot Windows 7, 8, 10 Operating systems, iPad and iPhone - Provide access management to many mainframes, applications and devices - Active Directory Provisioning Create, add, remove users from active directory security, accesses and distribution groups - SCCM software upgrades and pushes to end user machines IT Analyst Disney/ESPN - Cincinnati, OH July 2016 to April 2017 - Mobile device management for AirWatch by managing iOS, Android and blackberry - Remotely Diagnosed, Troubleshoot hardware & software for proper escalation - Configured local and Network Printer Configurations - Provided Disaster recovery support for major incidents and outages - Coordinated effectively with analyst, supervisors, and corporate employees - Used remote tools to configure software upgrades for users - ServiceNow ticketing system - (2) Two Factor Authentication Administration Education A.A. Cincinnati State Technical & Community College December 2016 to 2018 Diploma Shaker Heights HS - Cleveland, OH 2011 Skills Active Directory (2 years), Citrix (1 year), Security (2 years), TCP/IP (1 year), Windows 7 (1 year) Additional Information Computer/Technical Skills - Operating Systems: Windows 7, 8, 10; (Active Directory Experience) - Software Applications: Microsoft Office 2013-2016, Apache OpenOffice - Virtualization: VDI - Remote Tools: Remote Desktop, SCCM Remote Control, Bomgar, LogMeIn, webex - Ticketing Systems: Service NOW, SNOW - Security: IAM (Identity and Access Management), Monitoring, PCI - Networking: tcp/IP Network Troubleshooting, MDM - Mainframe:

AS/400, ROSCOE, TSO, RAFT - Application Support: IBM Maximo, Citrix, POS software, OIM -

Additional Troubleshooting skills: VPN Access, Printer Configurations, Password Management

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