

IT Security Analyst/Help Desk Technician IT Security Analyst/Help Desk Technician IT Security Analyst/Help Desk Technician - City National Bank and Trust Lawton, OK A personable, diligent and well-rounded Information Technology professional with 8+ years' experience. Very proficient in Help Desk Support and IT Security. Currently employed at City National Bank and Trust as Help Desk Technician/ IT Security Analyst since 2013. Holds strong work ethics, leadership skills, and excellent interpersonal skills.

Work Experience

IT Security Analyst/Help Desk Technician City National Bank and Trust - Lawton, OK July 2013 to Present

Key Skills, Responsibilities and Achievements

- Provide IT support to staff, including key executives and executive assistants
- Develop vulnerability and patch management strategies- addressed findings and coordinated with senior IT team to significantly reduce critical vulnerabilities across the network
- Anti-virus system administrator
- Utilize desktop management solutions and Microsoft Group Policy to automate configurations, improving security posture and configuration standards for workstations and servers
- Mobile Device Management: implement system to streamline the enrollment and deployment process of mobile devices - iOS and Windows
- Assist IT Manager with implementing the monthly security awareness training to all employees - Email phishing campaign (KnowBe4)
- Daily logging of support requests into ManageEngine Service Desk
- Configure and install network printers
- Install and troubleshoot operating systems (Mac OSX, Windows 7 and 10 Enterprise)
- Troubleshoot software issues, including the Microsoft Office Suite
- Experience with Microsoft Exchange 2013 and 2016: email groups, shared calendar permissions, and performing tasks with EMS (Exchange Management Shell)
- User account administration (creation, modification, transfers, deletions)
- Daily server status checks in VMWare VCenter and ManageEngine Desktop Central

I.T. Intern Cameron University - Lawton, OK February 2010 to May 2013

Key Responsibilities

- Designated as the primary on-campus IT Support technician for the ARMY ROTC department
- Troubleshoot Polycom VoIP connectivity issues
- Assist faculty and staff in resolving issues on multiple Operating Systems (Mac OS X, Windows, Linux)
- Identified and reported campus network-related issues (including use of Fluke Tools Net Tool Series II and DSP-4300)

Foundational knowledge of HTML, CSS, Java, C++

Education Bachelor's of Science in Information

Technology in IAS Cameron University - Lawton, OK May 2013

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