

Service Analyst Service Analyst Service Analyst - USAA- IT San Antonio, TX Work Experience  
Service Analyst USAA- IT - San Antonio, TX January 2018 to Present Remotely Assist USAA  
Employees with various IT issues Monitor, Track, and Resolve Major IT incidents within USAA  
Process, Analyze, and Record all IT incidents Ensure all incidents are resolved in a timely and  
efficient manner USAA- IT Service Analyst Present Employer Network Security Administrator  
Network CPR - San Antonio, TX April 2017 to December 2017 Grant Application Access to  
Employees Remove Application Access from Employees Mapping Network Drives Assessing  
Security Access to Network Server Rooms Granting and Removing Employee Access to Network  
Drives Security Officer Hyatt Hotels - San Antonio, TX July 2016 to April 2017 Maintain order and  
operations on hotel grounds Respond, document, and resolve all incidents on hotel grounds  
Record all daily incidents and activities during shift period in daily log Monitor all cameras on hotel  
grounds Ensure the safety of all hotel guests Shift Manager US Patriot Tactical - San Antonio, TX  
July 2013 to July 2016 Provide all customers with excellent service Count and document daily  
cash deposits Count and balance all cash drawers Create weekly shift schedules for all  
employees Receive and count all product orders Maintain store inventory records Train new  
employees on all daily store procedures Education Associates in Cyber Security & Information  
Assurance Northwest Vista College August 2018

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