

PBX and layer I technician PBX and layer I technician Desktop Support Specialist Mission, KS Work Experience PBX and layer I technician Progressive Communications Products - Lenexa, KS May 2019 to August 2019 Respond to tickets and emails for system support Maintain and upgrade proprietary Panasonic phone systems for a wide variety of customers Perform maintenance on site and remotely Use hand tools to run and terminate cables for patch panels. Analyze network quality for phone system installations Desktop Support Specialist Micro Center May 2018 to April 2019 Maintain company infrastructure Communicate and implement solutions for software (MacOS, Windows, Word, etc.) Respond to compromised customer situations Report on status and location of customer machines in the service dept. Provide feedback on hardware installations Install various hardware upgrades (RAM, CPU, HDD, RAID, MoBo, and heatsink) Educate the public on the importance of a backup solution, an anti-virus, and features of major operating system versions Technical Specialist HardHat Hosting / Contegix August 2017 to May 2018 NOC technician for managed hosting data center. Coordinate vendor support and maintain functionality of all company and customer equipment. Respond to customer requests for their managed systems and services. Respond to a ticket queue. Research best practices to maintain hardware and software. Network Security Analyst RiskAnalytics - Leawood, KS May 2016 to June 2017 Developed a database for tracking and mapping domains registered world-wide Research Snort SIDs to document threat actor and patterns of behavior Developed specific incident response actions for Snort SIDs Provide Linux, PHP, and MySQL support for the RiskAnalytics security labs team Toolsmith: Developed PHP, awk, and bash scripts for team use Linux System Administrator Riskana - Leawood, KS May 2015 to August 2015 [zwaite12@gmail.com](mailto:zwaite12@gmail.com) Developed PHP, awk, and bash scripts for team use Provide Linux, PHP, and MySQL support for sysops team Assembled customer devices including flashing firmware, installing and testing hardware, and quality insurance Assisted in build and installation of data center servers Built a special one-off Linux server for the RiskAnalytics team to take to DEFCON Education High school or equivalent Skills DATA CENTER, DNS, EXCHANGE, INCIDENT RESPONSE, MYSQL, SQLITE, PHP, LINUX, SNORT, TCPDUMP, WIRESHARK, WINDOWS 10, HARDWARE REPAIR, FORENSICS, Service

Desk, Help Desk, Macintosh, Desktop Support, MAC, HTML, Security, testing, Active Directory

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