

IT SECURITY/APPLICATIONS ANALYST IT SECURITY/APPLICATIONS ANALYST IT SECURITY/APPLICATIONS ANALYST - SEDGWICK Memphis, TN Detail-minded individual combining strong technical and communication skills with education in IT currently studying in cyber-security. Seeking a challenging and rewarding career in network security that will utilize my education and work experience.

Work Experience IT SECURITY/APPLICATIONS ANALYST SEDGWICK - Memphis, TN 2018 to Present

- Performs moderately complex analysis of data and system components including servers, networks and operating systems
- Identifies, researches, replicates, resolves and responds to issues or questions from internal colleagues
- Manage, test and troubleshoot complex software development issues using Java, Python and other various programming languages
- Assists in the resolution of systemic issues to decrease downtime and to enhance system availability and user productivity
- Responsible for testing files and approving user permissions using BIT9
- Responsible for securing and monitoring network endpoints and servers using FireEye and Darktrace applications
- Monitor and scan systems for viruses and other malware to protect company peripherals and resources
- Provide service solutions and system troubleshooting for company employees
- Responsible for servicing and testing network equipment for functionality and security
- Resolve problems and identify solutions for security and hardware related issues on the network

NETWORK/DESKTOP SUPPORT FRITO LAY - Memphis, TN 2009 to 2017

- Responsible for assisting, training and coaching internal employees on procedures and technical aspects necessary to perform daily job functions
- Provided technical assistance and demonstrated critical complex operational procedures, account adjustments and resolutions to subordinate representatives as necessary
- Used remote access to assist and troubleshoot internal colleagues with systemic issues
- Logged and documented complex systemic issues beyond resolve to supervisor or more experienced technical support employee
- Performed hardware and software upgrades to peripheral equipment
- Prepared, maintained and submitted reports and applicable records of computer hardware and software inventory by site and system
- Assisted with running tests to locate flaws and vulnerabilities on the system.
- Resolved identified issues with the infrastructure and used tools to resolve any configuration problems
- Installed updates and patches

to software and applications as necessary Monitored network logs and firewalls for traffic analysis and unusual activity

INVENTORY SPECIALIST FRITO LAY - Memphis, TN 2005 to 2009 Managed and reconciled FIG documents and reports using SAP and other inventory programs Reported out prior day performance and product needs to plants Responsible for replenishing, rotating and receiving products and delivering products via forklift Acted as Team Lead and trained new employees on day-to-day procedures Provided written and verbal updates to upper management regarding inventory information Ensured that inventory counts were maintained properly each week Scanned and acknowledged incoming receiving loads using handhelds and computers

CUSTOMER CARE TECHNICIAN GOODYEAR - Memphis, TN 2004 to 2005 Recommended add-on services and suggested monthly promotions to customers Advised customers on types of parts and tires recommended for their automobiles Performed minor maintenance services on vehicles Picked up and delivered parts for vehicles Fielded phone calls and provided customer service to customers who phoned in Assisted automotive shop patrons with various financial transactions

TECHNICAL SUPPORT AGENT STREAM INTL - Memphis, TN 2001 to 2002 Provided technical assistance to callers regarding computer applications Delivered support solutions to customers through hardware manufacturers, software developers and online service providers Assisted external users of the client's technical products or services Diagnosed and provided a path to resolving various technical issues Identified, investigated, researched and provided resolution to user questions and problems Was required to troubleshoot basic and routine customer issues that were technical in nature including hardware, software, networking or other designated client products. Followed the appropriate escalation path to resolve technical issues and made follow up outbound calls to customers or other parties as needed Solved problems that were generally unstructured and that required extensive use of conceptual thinking skills

AUTOMOTIVE TECHNICIAN WALMART - Memphis, TN 1999 to 2001 2002-2004 Advised customers on suggested automotive services for their vehicles Received phone calls and provided service to telephone customers Entered and maintained customer account information in databases Responsible for assisting customers with financial transactions, purchases and returns

Assisted in performing repairs on customer vehicles Education B.S. IN CYBERSECURITY in
Training CHAMPLAIN COLLEGE - Burlington, VT 2017 to 2019 A.S. in COMPUTER
INFORMATION SYSTEMS S.E. COLLEGE OF TECHNOLOGY - Memphis, TN 2001 Skills C++,
Html, Python, Visual basic, Active directory, Java, Symantec, Microsoft office, Windows xp, testing,
Security, Cisco, training, Sharepoint Additional Information SKILLS PROGRAMMING LANGUAGES
A+ Q Basic C++ Visual Basic HTML SERVER TECHNOLOGIES Java Python SOFTWARE
EXPERIENCE Windows XP, 2000, Vista, 8, 10 Microsoft Office Suite Darktrace FootPrints Active
Directory Carbon Black Symantec VIP, SEP, SEPM

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