

IT Support Analyst \ IT Security Analyst IT Support Analyst \ IT Security Analyst IT Analyst Baton Rouge, LA Authorized to work in the US for any employer Work Experience IT Support Analyst \ IT Security Analyst CRESCENT BANK & TRUST - Baton Rouge, LA 2013 to Present Research, test, deploy and maintain email, endpoint, server, and networking security infrastructure. Responsible for maintaining, monitoring, and reporting on McAfee Web Gateway, Symantec Endpoint Protection, Arctic Wolf SOC, PGP Encryption, Ivanti Patch Manager, Meraki WiFi and VPN, RSA token distribution, Blackberry UEM, Dell Secureworks IPS, and Qualys Vulnerability Management. Develop scripts and automation processes for auditing and reporting user access, vulnerability scanning, and patching. Respond to security incidents or requests and assist desktop and infrastructure support staff as needed. Rental Manager Quixote Studios - New Orleans, LA 2012 to 2013 Assisted in managing warehouse and office operations including equipment tracking, billing and accounts payable. Supported IT and telecom systems. Rental Manager Paramount Pictures - New Orleans, LA 2011 to 2011 Assisted in managing warehouse and office operations including equipment tracking, billing and accounts payable. Rental Agent Hollywood Rentals - Baton Rouge, LA 2009 to 2010 Assisted in managing warehouse and office operations including equipment tracking, billing and accounts payable. Direct Mail Coordinator Franklin Press Inc - Baton Rouge, LA 2003 to 2006 Designed variable data direct mail pieces based on customer specifications. Managed and standardized customer mailing lists databases from a variety of sources. Developed automation scripts to expedite workflow and communication between departments in Python. Press Helper Duprint (Dupre's Printing) - Baton Rouge, LA 2001 to 2003 Design and finishing of document reproduction including offset press operation and maintenance. Implementation Specialist Cyrious Software - Baton Rouge, LA 1999 to 2001 Remote deployment, implementation and support of Cyrious POS software. Education BA in History Louisiana State University - Baton Rouge, LA 1998 to 2002 Links <https://drive.google.com/file/d/0B-sYhTiEBunZYkxLSlpxRDNwakU/view?usp=sharing>

Certifications/Licenses ITIL Foundation Certification - IT Service Management 2015 Security+ 2018 Technician Class Radio License Callsign KG5OKE Additional Information Electronics/Software

Development: Create custom LED devices and fixtures. Developed and maintain an LED effects library using Arduino and Raspberry Pi platforms. Created Android and Chrome Apps to control LEDs via serial and bluetooth connections. Created several add-ons for Blender 3D software in Python.

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