

Student IT Security Analyst Student IT Security Analyst Student IT Security Analyst - Kent State University Work Experience Student IT Security Analyst Kent State University 2017 to Present ? Provided Tier II support to thousands of students, faculty, staff daily via ticketing systems (Team Dynamix and RT) ? Training and education for hundreds of students and all management levels on security issues and the importance of confidentiality ? Member of the Incident Response (IR) team ? Provide end-user education on Security Best Practices ? Interpersonal and oral skills both in person and on the phone ? Ability to balance multiple, high intense issues with deadlines, while maintaining other duties Student IT Security Analyst-Intern Kent State University 2018 to 2018 How to perform investigations and gathered information for subpoenas Participated and assisted in process improvement for thousands of compromised accounts Ability to work in a team work and how to interact with a wide range of department employees Remained professional in the office workplace while dealing with customers and employees Desk Analyst Kent State University 2017 to 2017 Assisted users through tech support, a wide variety of technical issues and account problems ? Provided Tier I support to students, faculty, staff daily via ticketing systems and email Desk Analyst Kent State University 2012 to 2013 ? Provided educational demonstrations of new technology in the building to faculty and Staff. ? Assisted in troubleshooting of student, faculty, and staff computers and devices. ? Cleaned and maintained lab and server equipment. ? Installed and imaged computers in labs and diagnosed defective equipment then facilitated adequate solutions. Education Bachelor of Science in Digital Science Kent State University - Kent, OH 2014 to 2019 Skills AIR COMPLIANCE (Less than 1 year), Compliance Regulations (Less than 1 year), GLBA (Less than 1 year), HIPAA (Less than 1 year), ISO (Less than 1 year), NIST (Less than 1 year), Oracle (Less than 1 year), PAYMENT CARD INDUSTRY (Less than 1 year), PCI (Less than 1 year), remediation (Less than 1 year), Splunk (Less than 1 year)

Name: Kelly Richardson

Email: pricejonathan@example.net

Phone: 482-208-3696