Information Security Analyst

Information Security Analyst An experienced IT professional with an MSc. degree in Information Technology (concentration in cybersecurity) seeking a challenging role in information technology with prospects for career advancement Worcester, MA An experienced IT professional with an MSc. degree in Information Technology (concentration in cybersecurity) seeking a challenging role in information technology with prospects for career advancement.

Auditing Information Systems Operation, End User: Network Security Maintenance, And Support Virtualization Management (VMware vSphere, Office 365 Web Content Management / VMware vCenter Standalone Converter, ESXi) SharePoint HIPPA Privacy & Security Fundamental Linux Administration Microsoft Active Directory Installation & Microsoft Active Directory Domain Services Administration Organizational Data Security Fundamentals CompTIA Security+ (Candidate) IT Security Governance ITIL Foundation APPLICATION & SYSTEM KNOWLEDGE Experience with MS Windows 95, 98, 2000, ME, XP, Vista, 7, 8, 8.1 2010, Windows Server 2008/2012 R2, MS Office Suite 2013, 2016 & O365, OneDrive, Exchange Admin Center, NetIQ Directory Resource Administrator (AD) MS Edge, Internet Explorer, Chrome, Firefox, Safari, Skype for Business, Linux, iOS, PXE Server, Checkpoint Endpoint, McAfee End Point Protection, Symantec, VMware AirWatch, RDP, KiteWorks, Ivanti LANDesk Management Console, Ivanti Web Desk(Switchboard), Palo Alto Global Protect (VPN), DOS Cmd, PowerShell, Shell Scripting, Dameware, Citrix XenApp, POS Call Center, Ping, TCP/IP, DNS, DHCP, SSL, SSH, FTP, C-Cure 9000 Monitoring Station, C-Cure 9000 Administration Station, Work Experience Information Security Analyst eClinicalWorks - Westborough, MA January 2019 to Present Assist Security Operations Center (SOC) with monitoring of clients and applications to ensure agents comply with security signatures, virus definition files, scan engines, MS security patches and eCW defined Sophos policies Work with team members from eCW s Security Operations Center (SOC) to investigate potential security issues. Participate in Weekly Conference Calls (Discuss technical issue, new releases, and upcoming products) Respond and assist with troubleshooting, resolution and documentation of incidents related to security monitoring, virus activity, malware activity SQL injection attempts of other malicious activity within internal network. Maintain, and review

functional accounts.   Monitor and maintain the health and welfare of infrastructure   Proactively communicate relevant technical information and alerts on known issues, hot fixes, new releases, etc   Assist in overall compliance efforts, monitoring controls and documenting operational evidence where needed   Work closely with IT staff to track and help manage the remediation of system vulnerabilities. Deskside Support Analyst Calnet Inc - Reston, VA April 2018 to January 2019   Performed all installations, configurations, maintenance and mapping of network drives remotely and locally   Deployed security patches to systems using Security/Vulnerability & Inventory Scans for compliance to security policies   Troubleshoot Two-Factor Authentication login & other security Policies   Provided remote & local support to general web connectivity issues and mobile devices (iPhone & iPads)   Administered Controls & Permissions to folders, mailboxes and groups using AD and O365 Portal/Microsoft Exchange   Fixed/Troubleshoot network/local printers, other peripheral devices, and VTC-related equipment   Supported VPN and Token Card Multi-Factor Authentication issues during telecommuting   Was responsible for troubleshooting account access, onboarding and Offboarding as well as creating Microsoft Azure accounts   Managed, Administered and Troubleshoot workstations using McAfee ePolicy Orchestrator (ePO)   Performed diagnosis and resolution/workaround on reported incidents using Standard Operating Procedures (SOP) and leveraging existing Knowledge Base   Accurately recorded, updated and documented incidents/requests using the ITSM tool (Ivanti Switchboard)   Co-ordinated with Subject matter Experts (SMEs) and Vendors as applicable   Managed and Tracked Assets; as well as Ensured the delivery of high-quality service to meet SLAs Integration Engineer (Albertsons/Shaw's) Insight Global - Atlanta, GA February 2018 to April 2018   Uninstalled POS, PCs, Printers, Servers, Scales, Handhelds, Routers, and Switches   Installed and Tested Network Office PC workstations and laser printers   Performed re-image, installation and testing of perishable department scales   Page | 1 Executed the installation, configuration and testing of pharmacy workstations and laser printers   Upgraded Self-Checkout Terminals (SCO)   Installed and Tested Zebra RF Belt Printers and Symbol MC9XXX Handhelds   Documented equipment installation Operations Manager Merand Solutions - Worcester, MA September 2013 to December 2017   Managed computer systems,

printers and local area network   Resolved issues with Microsoft Outlook and OWA to prevent delays in business operations   Support of hardware, Operating Systems, and server applications via help desk ticketing.   Configured and Installed various software and hardware necessary for business operations   Ensured that proactive software updates, upgrades, backups and troubleshooting were done   Managed customer's database, ensuring they were up to date   Performed data entry into the U.S. Customs and Border Protection's ACE web base database   Researched and analyzed export & import laws for countries merchandise were exported to   Prepared and edited correspondence & reports for customs and shipping lines   Spearheaded the smooth day-to-day administration of the company POS Implementation/System Engineer Spencer Technologies - Northborough, MA December 2016 to February 2017   Performed remote software &hardware installation and configuration of GNC's new POS platform using DAMEWARE   Provided technical support/troubleshooting to designated GNC stores with the new POS software/hardware   Assisted store managers in testing the new POS platform to ensure successful data migration and functionality   Resolved/Escalated Issues with installation of the POS platform and Cisco Meraki MR18 Wi-Fi Access Point Device   Ensured the satisfaction and comfortability of managers/associates at designated GNC stores with the new systems   Generated daily reports to document installation progress and problems using POS Call Center and SSO Tracking IT Support Technician Autonet Car Sales - Worcester, MA September 2010 to August 2013   Installed, Maintained and Supported personal computer systems, hardware and software locally and remotely   Configured, deployed and Integrated new equipment to the office environment   Provided system administration support with username, password setup, management and access control   Ensured that all data/file systems were successfully backed up   Applied updates and patches on laptops and desktop workstation   Provided Tier 1 & 2 support via calls, emails, in person interactions to employees with supported software needs   Diagnosed and troubleshoot software, hardware and network problems   Supported Microsoft Outlook functionality such as issues with performance, settings, mailbox cleanup and data restore   Investigated information, network and communication needs of users and made recommendations regarding software and hardware purchases Command

Center Operator Securitas - Westborough, MA August 2009 to March 2012 TJX Companies Inc, Framingham, MA)   Monitored security systems and technical environment for security incidents and provided appropriate response   according to established procedures and policies   Collaborated with other security officers in performing access control using TJX's database servers   Served as an escalation point of contact for security incidents to ensure proper response   Supported TJX employees and vendors both on the phone and in person with access security issues   Documented problems and alarm activities, analyzed equipment failures and initiated corrective action   Trained new employees   Page | 2 PC Technician/QC Bell Microproducts - Acton, MA March 2010 to August 2010 Performed Drive setup & Initialization, Raid setup & Drive Test using Linux (Redhat) command line to run shell scripts   Flashed and configured custom BIOS for various assigned vendor server systems.   Downloaded custom system images and performed burn in test on all vendor server systems   Installed custom images on vendor server systems including various applications   Performed network related tasks such as configuring static IP address on each vendor server system   Documented daily shift problems and work status   Performed Hi-pot & Ground continuity test for completed server systems Education MSc. in Information Technology CLARK UNIVERSITY - Worcester, MA May 2013 BA in Computer Science & Mathematics CLARK UNIVERSITY - Worcester, MA December 2011 AS in Computer Information Systems QUINSIGAMOND COMMUNITY COLLEGE - Worcester, MA May 2009 Skills Desktop Support, Help Desk Certifications/Licenses Cybersecurity May 2013 to Present Assessments Technical Support Skills   Highly Proficient December 2018 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/dw9ujzuc6xho3sme Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Joshua Sanford

Email: nicole62@example.com

Phone: +1-617-245-9108