

Sr. Analyst, IT Security Sr. Analyst, IT Security Technician Romeoville, IL Authorized to work in the US for any employer Work Experience Sr. Analyst, IT Security SecureWorks - Lisle, IL June 2017 to Present Perform accurate and precise real-time analysis and correlation of logs/alerts from a multitude of client devices with a focus on the determination of whether said events constitute security incidents Analyze and assess security incidents and escalate to client resources or appropriate internal teams for additional assistance Manage all customer situations in a professional manner with an emphasis on customer satisfaction Handle clients' requests and questions received via phone, e-mail, or an internal ticketing system in a timely and detail-oriented fashion in order to resolve a multitude of information security related situations Interact with, configure, and troubleshoot network intrusion detection devices and other security systems via proprietary and commercial consoles, both local and remote Technical Support Technician UPS - Hodgkins, IL September 2015 to June 2017 Maintain systems for IT operations and disaster recovery at a 1 million square foot facility with 400 propriety IT/robotic systems that operates 24/7. Troubleshoot technical issues that impact productivity. Review reports to ensure hardware, software, and wireless systems are in proper order for LAN, servers, and more than 1,000 desktops. Track development of new technology, and create/update system documentation. Audit and test systems as part of disaster recovery. Limit system downtime by identifying and proactively addressing potential problems. Education Bachelor's in Information Security and Risk Assessment Lewis University - Romeoville, IL August 2012 to December 2016 Bachelor's in Computer Information Systems Lewis University - Romeoville, IL August 2012 to December 2016 Skills WireShark (Less than 1 year), Microsoft Office (5 years), Qualys (Less than 1 year), Comptia A+ (Less than 1 year), CompTIA Security+, CompTIA Network+ Links <http://www.linkedin.com/devinpurnell> Certifications/Licenses CompTIA A+ July 2016 to June 2019 CompTIA Network+ December 2016 to January 2020 CompTIA Security+ April 2017 to April 2020

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