Information Security Analyst II Information Security Analyst II Information Security Analyst II West Des Moines, IA I have 8+ years of IT experience. I have worked on several different helpdesks throughout my career where I have dealt with the general public, the company's clients, and internal users. I have also worked at three desktop support positions assisting with end users' PC hardware issues, PC software issues, and printer issues. I have also imaged PCs, replaced hardware, and upgraded PC hardware. I also have a bachelor's degree in IT and acquired my A+ certification in the late summer of 2012. Authorized to work in the US for any employer Work Experience Information Security Analyst II Wells Fargo - West Des Moines, IA August 2016 to April 2017 As a contractor via Diversant on this team, I am a Security Analyst working requests for provisioning access.   Working Security Request Tickets for many internal Wells Fargo applications   Creating new user accounts for various Wells Fargo applications   Modifying user accounts with new security permissions for Wells Fargo applications   Disabling user access to Wells Fargo applications IT Support Specialist Marketlink Inc - Des Moines, IA December 2015 to August 2016 As a fulltime employee on this team, I was an IT Support Specialist for internal users assisting with version support issues and changes within the company IT infrastructure.   Troubleshooting & resolving issues on internal company servers   Creating & Managing users and computers via Active Directory   Managing Backups of company servers via Symantec Backup Exec   Imaging Thin Clients and PCs as needed   Troubleshooting and resolving internal phone issues   Creating and managing mailboxes on the exchange server Desktop Engineer - Tech Lead Mercy Medical Center - Des Moines, IA September 2015 to December 2015 As a contractor via Teksystems on this team, I was a Desktop Engineer Tech Lead for internal user and assisting in the PC Refresh Project. My responsibilities include: Assisting in coordinating the project with the Team Lead   Training new team members   Writing Process Documents for new team member reference   Imaging Pcs for the PC Refresh Project   Deploying new PCs and Troubleshooting issues with the new PCs Desktop Engineer Mercy Medical Center - Des Moines, IA February 2015 to August 2015 As a contractor via Pyramid Consulting on this team, I was a Desktop Engineer for internal user and assisting in the upgrading from Windows XP to Window 7. My responsibilities include: Imaging of PCs for windows 7

Deploying new windows 7 computers to users   Troubleshooting issues with deployed Win7 machines   Resolving issues with the newly deployed Win7 machines   Documenting deployments for asset management Desktop Support Athene USA(formally Aviva USA) - West Des Moines, IA September 2012 to July 2014 As a contractor via Midwest Staffing Professionals on this team, I was Desktop Support for internal users and assisting in the upgrading from Windows XP to Windows 7 My responsibilities included: Imaging of PCs for deployment   Worked IT Work Request tickets for equipment changes/adds   Worked IT Heat Trouble tickets for software/equipment Break/fixes Moving computers to proper OU via Active Directory   Upgrading Laptops and Desktops for win7 deployment   Maintaining/Fixing PC equipment in the IT workroom Education Bachelor of Arts in Management Information Systems Buena Vista University - Storm Lake, IA May 2006 Certifications/Licenses CompTIA A+ August 2012

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