Tier 1 Help Desk Analyst Tier 1 Help Desk Analyst Upper Marlboro, MD Authorized to work in the US for any employer Work Experience Tier 1 Help Desk Analyst The Canton Group - Bowie, MD April 2019 to Present Work as a tier 1 helpdesk analyst   Provide Telephone, Webex, and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this Contract or predecessors.   Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems   Use JIRA ticketing system   Active modified Secret clearance Junior Project Engineer RedZone Technologies - Annapolis, MD February 2018 to August 2018   Provided MSP services for dozens of clients   Completed Vulnerability Assessments and EDGE Network Assessments   Configuring and installed hardware   Monitored firewalls and completed weekly detailed reports   Worked as part of a team to provide services and support   Worked with multiple systems and different server environments   Used the Service Center ticketing system for MSP customers   Performed weekly server patching for MSP customers   Set up, and lead Webex conference calls to resolve troubled issues Transportation Security Officer Transportation Security Administration - Arlington, VA May 2009 to February 2018   Provide security and protection to all air travelers, baggage, airports and Air Crafts   Screened Millions of passengers to insure the safety of air commerce   Operate various screening equipment and technology to identify dangerous objects   Controlled Terminal computer and entry/exit points Summer Undergraduate Research Internship Bowie State University, MD May 2017 to July 2017   Worked as part of a research team to create a novel design, protecting the vulnerabilities of Industrial control systems and critical infrastructure systems.   Implemented prototype design, as well as documented finding for future publication of research paper. IT Analyst O'Neil Technologies - Washington, DC January 2009 to May 2011   Critical Tier 1, and Tier 2 helpdesk and troubleshooting support analyst for end users   Assisted in managing servers, and clients using active directory   Created project reports and SOP's for all training and inventory requests   Assisted in Desktop and remote access to over 500 employees and remote staff.   Setup and tested LAN connectivity for remote sites during convention centers seminars   Replace/Repaired hard drives and memory units on damage hardware   Assisted users with conference calls, new

accounts, and voice mail resets   Other Notable Skills   Excellent time management skills   Amazing team player   Strong interpersonal and communication skills   Analytical with excellent creative problem-solving skills   Extremely organized and detail oriented   Ability to work in a team driven environment   Motivated and always willing to learn new things   Skills   Microsoft Applications Linux/Unix C++ Python Network Security Penetration Testing PC Architectures Protocols TCP/IP WINS DNS DHCP Education Bachelor's in Computer Technology Network Security Bowie State University - Bowie, MD September 2014 to December 2017 Associate of Science in Computer Science Prince George's Community College - Upper Marlboro, MD May 2014 Skills DNS (3 years), SECURITY (3 years), NETWORK SECURITY (3 years), TCP/IP (3 years), DHCP (3 years), Customer Service (10+ years), Active Directory, Cisco, access Certifications/Licenses Center of Academic Excellence in Cyber Defense Education (CAE) Certificate Present CompTIA Security+ ce Certification July 2019 to July 2022 Earners of the CompTIA Security+ certification have the knowledge and skills necessary to perform core security functions required of any cybersecurity role. CompTIA Security+ professionals know how to identify and address potential threats, attacks and vulnerabilities and they have established techniques in risk management, risk mitigation, threat management and intrusion detection. Demonstrated Skills
 Access Control CompTIA Cryptography Cyber Forensics Data Security Disaster Recovery Planning   Firewall Configuration   Malware Identification   Mobile Device Security   Network Security Security Configuration Security Policies Threat Analysis Threat Detection Additional Information Center of Academic Excellence in Cyber Defense Education (CAE) Certificate-December 2017

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