

Sales Associate Sales Associate Sales Associate - Home Depot Bronx, NY Work Experience Sales Associate Home Depot - New York, NY September 2018 to Present Communicate promotions, be familiar with credit, tax credit programs and use tools to close the sale Offer the customer attachment products and services they may need to complete their projects Utilize www.home depot.com and or THD App for smart phone to inspire customers and extend the aisle Help Customers in all areas of the store Morgan Stanley - New York, NY January 2017 to June 2017 Gathered requirements for Onboarding security products/Platforms Synced with Project managers to track deliverables of project Utilized JIRA for Project tracking Utilized Service Now to track tickets Created and submitted - Time Change Management request (request for updates or maintenance to security platforms/products in production environment) Information and risk Security Engineer Morgan Stanley - New York, NY January 2015 to June 2017 Assisted in the design and deployment of additional Data Loss Prevention solutions to include Endpoint DLP and DLP for Data at Rest Worked with Data Loss analysts to create and refine monitoring rules in support of data management policies Utilized Data Loss Prevention tools to prepare comprehensive reports on enterprise data loss volume and distribution Played an integral role in the creation and maintenance of extensive documentation and procedures related to Data Loss Prevention system management and maintenance Catholic Guardian Society and Home Bureau - New York, NY September 2012 to July 2015 Assist clients in achieving their personal outcomes and provide personal care Provide In home Patient Care for developmentally disabled Document patient behaviors and assist with treatment modalities Assist patients in carrying out basic daily activities System Analyst Consultant New York, NY October 2011 to September 2012 Assessed system performance and recommended performance solutions for MAC, DELL, and Lenovo laptops and desktops Identified, diagnosed and resolved service desk tickets, providing clients timely technical support Monitored, tracked and reported weekly status updates on system performance to project team Developed key processes and solutions that influenced the design and test of applications IT Help Desk Consultant Abyssinian Development Corporation - New York, NY May 2010 to September 2011 Managed relationships between users and tech team while providing daily

support for email, applications and software Diagnosed, troubleshoot, and resolved 8+ high priority Help Desk tickets daily per SLA Documented user issues using online management tools software like JIRA, and provided daily status updates Performed Quality Assurance (QA) testing on software and systems to identify any bugs or issues and discussed with management areas of improvement Helped transfer help desk requests from e-mail to web-based systems

Education
Bachelor of Science in Criminal Justice Monroe College - Bronx, NY January 2020

Skills
Dreamweaver, Web design, Lan/wan, Tcp, Tcp/ip, Linux, Unix, Unix/linux, Networking, Flash, Ms office, It project management, System analysis, Excel, Lan, Powerpoint, Word, Windows 7

Additional Information
Databases: SQL, MS Access Languages: HTML Operating Systems: Unix/Linux and Windows 7, 10 Networking: LAN/WAN, TCP/IP, Software Applications: MS Office (Access, Excel, Word, PowerPoint), Dreamweaver, Flash Management: IT Project Management, System Analysis and Web Design

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