

IT Implementation Specialist/Cyber Security Analyst IT Implementation Specialist/Cyber Security Analyst IT Implementation Specialist/Cyber Security Analyst - IT4Causes Midlothian, VA A results-driven, IT and Cyber Security Professional with technical support skills and experience managing legal technology systems. Proven ability to plan and implement IT solutions and complete tasks effectively. A diligent and customer-focused problem solver with the ability to diagnose hardware and software issues efficiently. Work Experience IT Implementation Specialist/Cyber Security Analyst IT4Causes - Richmond, VA January 2019 to Present Worked on projects to implement IT solutions for nonprofit agencies across RVA Implemented cloud-based solutions including Office 365, OneDrive and Microsoft Azure Backup for management of clients' files, office productivity, data backup and data protection Set up hardware, including new computers, printers and scanners and carried out OS upgrades for clients; documented inventory Created network diagrams that show network topologies and how traffic flows in a network Ensured that desktop computers interconnect seamlessly with file servers, email servers, application servers, and administrative systems Performed troubleshooting of computer systems and network related hardware and resolved technical issues in person, by telephone or through remote access Conducted cyber security assessments of clients' Information Technology systems Performed vulnerability scans to discover threats, in order to direct the next line of action and executed patch automations with third party tools Planned and implemented appropriate security countermeasures to address threats identified during security assessments Recommended and prepared various IT security policies and procedures, designed to harden clients' system security Successfully enabled multi-factor authentication on clients' computers to provide defense in depth Suggested and implemented hard drive encryption and installation of antivirus programs to harden computer systems and networks Involved in the successful administration of a security awareness program through a simulated phishing platform, to assist clients in managing the ongoing problem of social engineering Technical Environment for performance of job tasks included SQL Server 2005, Oracle 10g, Win 2003/XP, Quest Lite Speed, SharePoint, Visual SourceSafe, Performance Dashboard, MS Visio, Excel, Access Retail Associate The UPS Store - Richmond, VA February

2018 to August 2019 Received customers in the store and provided them with professional and polite support for their sales and service needs which encouraged their return visits Took phone calls and listened carefully to customers' questions to identify their needs and provide satisfactory answers or solutions to their problems Recorded and processed all sales transactions on POS accurately Used Office 365 and Google apps to perform daily job tasks and for team collaboration Troubleshooted computer issues and fixed them to ensure smooth operations while working with them Efficiently rendered printing, copying, faxing and laminating services to customers Worked with off-site locations, including vendors and other stores, to find desired items for customers Successfully drove sales and revenue up by over 50% within 6 months of commencing work by employing strategies such as upselling and cross-selling of store items and services Processed and packed items for shipping in line with established standards and procedures which always guaranteed safe delivery of the packages without damages. Applied strong problem-solving and interpersonal skills to resolve conflicts

Partner Krismon Solicitors - Nigeria February 2012 to March 2017 Provided legal services to clients including legal aid to the less privileged and represented clients in meetings Rendered legal advice on various issues to guide clients in the proper course of action and drafted legal documents including legal opinions, contracts, title documents, formal letters, emails and court documents among others Managed the IT systems of the firm and ensured that computers and peripheral devices were in good working conditions at all times; troubleshooted and fixed minor computer issues Used Microsoft Office resources to effectively create documents and increase productivity Handled Alternative Dispute Resolution (ADR) proceedings, filed lawsuits and successfully litigated on many civil and criminal cases from commencement to conclusion; obtained favorable judgements in most of the cases Maintained records of cases and various legal documents, clients' information, schedules and appointments using the COLASOFT law practice management software Implemented the use of legal IT Research tools including LawPavilion and Legalpedia to simplify legal researches and facilitate the preparation of legal documents and cases Trained and supervised new employees in the provision of legal services to clients Attended conferences, seminars and participated in 'continuing legal

education' to keep current in the legal profession Associate Counsel Collet & Co - Nigeria November 2010 to January 2012    Rendered legal advice, filed lawsuits and successfully litigated on various cases    Ensured that documents and data are created, stored, backed up and protected using appropriate Information Technology tools, and that retention policies are followed    Rendered contract administration and project support services in engineering/oil and gas projects for a client    Recommended and successfully pioneered the establishment of an internal legal department in the oil and gas company, for a more efficient and quicker delivery of legal services    Drafted legal documents, carried out researches and ensured compliance with contractual obligations among other duties, as part of contract administration tasks    Recommended and spearheaded the use of more advanced technology, including legal practice management tools for easier and more efficient execution of job tasks    Education    Associate Degree in Information Technology    John Tyler Community College - Midlothian, VA    Bachelor of Laws degree in Laws    Imo State University - Nigeria    Skills    Cyber security, Encryption, Single sign on, Ssl, Sql, Security, Sharepoint, Html, Javascript, Python, Firewalls, Tcp/ip, Ipsec, Vpn, Software design, System analysis, Linux, Organizational skills, access, Active Directory, Microsoft Office, Word Processing, Excel, Microsoft Word, Microsoft Outlook    Additional Information    SKILLS    MS office products, SharePoint    Windows, Mac OS X, Linux    Single Sign On, IAM, SSL, IPsec, TCP/IP, WAN/LAN, Cloud Security, VPN, DB Security    Requirements Gathering    OS upgrades, Troubleshooting    IT security assessments    Cyber Security, Hard drive Encryption, Firewalls    Security policies and procedures    Python, JavaScript, SQL, HTML    System Analysis and Software Design    Strong Analytical skills    Research, document reviews and Reports    Customer service skills    Team-player and leadership skills    Good time management and organizational skills    Good writing and communication skills    Adaptable and ability to multitask

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