IT Generalist/ Sr. Help Desk/ Sr. Desktop Support IT Generalist/ Sr. Help Desk/ Sr. Desktop Support IT Generalist/ Sr. Help Desk/ Sr. Desktop Support Highly analytical and process-oriented data analyst with in-depth knowledge of database types; research methodologies; and big data capture, curation, manipulation and visualization. Furnish insights, analytics and business intelligence used to advance opportunity identification, process reengineering and corporate growth. Certified Skills: Project Manager Professional   Microsoft Active Directory   Advanced Cyber Threat Intel.   Six Sigma Belt   CompTIA A+   Information Systems Security Prof.   Cloud Security Professional CompTIA Cloud+   CompTIA Security +CE   Information Security Manager   Microsoft Office 365 Incident & Response Director   CompTIA Linux Plus   CompTIA CASP +CE   Chief Information Security Officer   Cisco CCNA   Pen. Testing & Ethical Hacking   CompTIA Network +CE Work Experience IT Generalist/ Sr. Help Desk/ Sr. Desktop Support Fred's World Head Quarters - Memphis, TN November 2018 to June 2019 Active Directory, Office 365 Admin Portal, and Exchange, Oracle, Citrix, iOS support.   Create incident, problem and change tickets as needed.\ Train Tier 1, 2 & Tier 3 Help Desk & Desktop Support Agents.   Provide primary/secondary support for critical issues that occur afterhours, always on call for the emergencies and able to get on site within 5 to 10 minutes of any emergency.   Ability to handle multiple situations and/or tasks, while talking to others and helping shareholders.   Provide communication between the company and the customer.   Interact with outside customers and functional peer groups.   Provide customer training both in person and remotely using Skype for business or Microsoft Business   Maintain up-to-date knowledge of emerging tools and technologies   Gather requirements and design, develop, test and document solution Dell - Memphis, TN July 2018 to November 2018 Cummins Project, Memphis, TN 7/2018-11/2018   Data Migration of 15,500 units.   Traveled to various sites regionally.   Perform security checks.   Reset passwords for end users.   Provide exemplary customer service to all customers   Effectively communicate (written and verbal) with all customers Supervisor Advanced Tech Dell - Southaven, MS July 2018 to November 2018   Data Migration of 3,000 units including desktops & laptops.   Windows 10 upgrades.   End User Support Specialist.   Provide emergency 24 x 7 on-call support on a rotating basis   Systems Administrator to override systems failures.

Microsoft Office 365.   Active Directory Admin Portal, Service Now, Office 365 Admin Portal, Scripting, Coding.   Sweep User Data.   Provide Technical assistance to support end users. Developed & Implemented improvements to current processes. Associate Project Manager/ IT Analyst/ Tier III Help Desk Homeland Security Veterans Affairs - Bossier City, LA January 2018 to July 2018   Call Center handling calls 24/7/365.   Create incident, problem and change tickets as needed   Active Directory, Service Now, Citrix, Linux OS, Microsoft office 365, Scripting,   Write Code for imaging software to use at veterans affairs.   Perform Schema Management.   Document enhancement and new feature requests to escalate to Development   Analyze and convert business requirements to technical requirements, followed by designing and implementing the solutions; Active Directory, Service Now, Citrix   Traveled site to site of government buildings. Hardware imaging win 7/win 10.   Handle inbound calls and tickets from end users needing assistance with application usage or issues   Research and troubleshoot problems as reported and assigned by management   Worked with shareholders & other project managers.   Implement new directives and shortcuts to give a bigger outcome.   Diagnosing, identifying, isolating & analyzing problems utilizing database records. I.T. Help Desk Apple - Memphis, TN May 2017 to January 2018   Data Migration of 18,000 units   Contributes to the development of organization's goals and objectives.   Interact with outside customers and functional peer groups.   Provide customer training both in person and remotely.   Skype Lync for business.   Provide emergency 24 x 7 on-call support on a rotating basis   Perform systems configuration, maintenance tasks for related file systems, input/output systems, networking, clustering, running storage applications. IT Support Specialist/ Help Desk Support Tier III Northside Hospital - Atlanta, GA May 2015 to May 2017 Traveled to all hospitals & clinics.   Provide input to develop performance security management platform.   Break/ Fix Printers & Monitors.   Provide emergency 24 x 7 on-call support on a rotating basis   Assisted in planning and administering installations of several printers into a single location. Assisted in answering regularly scheduled service and maintenance calls for repeat customers. Assisted in going to customer sites and training customer employees on printer maintenance techniques.   Installation of new docking stations.   Windows 7 to Windows 10 upgrades.   Data

migration.   HIPPA & OSHA Certified. NOC Specialist Tennessee Titans - Nashville, TN August 2011 to May 2017   Uses critical thinking skills to prioritize and problem solve escalations.   Oracle, Office 365 Admin Portal, Active Directory, Application Development.   Monitors real-time call traffic to ensure service levels are met.   Contributes to the development of organization's goals and objectives.   Interact with outside customers and functional peer groups.   Provide customer training both in person and remotely.   Manages a running queue of support escalations in conjunction with other team members, escalates to NOC L3 team as needed.   Provide emergency 24 x 7 on-call support on a rotating basis   Acts as the main point of contact for all provider-related support questions and issues.   Lead Operations sizes of 500 people to 5,500 people. Coordinated with local, state and federal agencies.   Traveled with the Tennessee Titans to home & away games. NOC Specialist Nashville Predators - Nashville, TN August 2011 to May 2017 Implemented loss child & elderly procedures.   Provided threat analyst & detecting potential acts of terrorism.   Provide emergency 24 x 7 on-call support on a rotating basis   Investigate arising incidents caused by malicious activities & identified false positives.   Ran an active drill during an actual game without any incidents.   Great team leader. Information Security/ Network Administrator Lane College - Jackson, TN August 2011 to June 2012   Monitored & Managed email spam filters, firewalls, anti-virus systems & vulnerability scanners.   Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.   Provide emergency 24 x 7 on-call support on a rotating basis   Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.   Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.   Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.   Ability to communicate effectively with end-users   Prepares users by designing and conducting training programs; providing references

and support.   Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements.   Document best practices and update knowledgebase information as applications are updated or replaced   Attend and at times contribute to training webinars for software and build supporting documentation for training   Quality assurance on software releases prior to deployment to production   Respond to requests in a timely fashion within defined SLAs based on priority   Has worked in Active Directory creating applications for IT Application Development team can use on iPhones and Androids used for the college administration.   Meets financial requirements by submitting information for budgets; monitoring expenses.   Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.   Protects organization's value by keeping information confidential.   Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Education Associate Degree in Computer Science in Computer Systems Network Technology Vatterott College - Memphis, TN 2016 Diploma Fairley High School - Memphis, TN 2010

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