Tier II IT Support Technician Tier II IT Support Technician Tier II IT Support Technician - DATUM TECHNOLOGIES Tavares, FL Highly motivated Security professional, with a passion for Security and IT Systems. Consistently study trade magazines and subscribes to field related forums, such as Krebsonsecurity.com. Superior interpersonal and customer service skills, demonstrated by a consistent aptitude for translating technological terms and concepts to end users in a clear, concise, and completely understandable manner. Proven by numerous awards and commendations received during my professional career. Analytical minded, confident and goal-oriented. After the great recession I stepped away from retail management to reeducate myself and study my passion in computer sciences.   CAREER QUALIFICATIONS Technology   Strong analytical skills in relation to computer software, programs, hardware, and systems.   Performed troubleshooting, installations, upgrades, performance tests, networking, as well as provided training and instructional help for customers and coworkers.   Received continual training as well as personal research on an ongoing basis to keep current knowledge of new technologies.   First-hand experience with all IT components, including network support, telecommunications, information data security, installation of software, emailing systems.   Certified in the use of Cisco Advance Malware Protection and LogRhythm Authorized to work in the US for any employer Work Experience Tier II IT Support Technician DATUM TECHNOLOGIES - Sarasota, FL 2017 to Present Sarasota, FL 2017 - Present Restaurant focused IT Services Company. We provide partial or completely outsourced IT at both the restaurant unit and corporate level.   Tier II IT Support Technician   Troubleshooting User issues   Supporting all systems, hardware, and telecom   Providing hardware and application support   New User Account creation and management   Software installation and upgrade   New equipment installation and upgrade   Managed Ticket Queue supporting quicker resolution Enterprise Cyber Security Analyst ADVENTIST HEALTH SYSTEMS - Altamonte Springs, FL 2016 to 2017 Altamonte Springs, FL 2016 - 2017 Parent company of Florida Hospital, a faith based health care organization.   Enterprise Cyber Security Analyst   Monitor Cisco Advanced Threat Analytics for potential threat intel and work to remediate   Manage the SIEM, LogRhythm (Ingest new log sources, perform upgrades, daily heartbeat actions)   Administer Cisco Advance Malware

Protection (scan systems, create policies, maintain grouping)　Assisted in Incident Response　Provided 24/7 on-call support as part of rotation　Studied threat intel to be mindful of potential threats not yet identified　Investigated potentially malicious emails forwarded to my team, and remediation if found to be malicious　Responded to tickets from our Service Management System, ServiceNow　Worked with vendors to support our systems Support Center Specialist FLORIDA HOSPITAL - Orlando, FL 2013 to 2016 Orlando, FL 2013 - 2016 Florida Hospital is one of the country's largest not-for-profit health care providers with 22 campuses serving communities throughout Florida. For more than 100 years, we have been profoundly committed to those who seek our care.　Support Center Specialist　Assists users with systems issues and troubleshooting　Supporting all systems, hardware, and telecom　Delegate issues beyond scope to appropriate MIS team for resolution　Maintained high level of performance metrics　Trained new employees　Support coworkers by being a go to source for information　Demonstrated exceptional customer service due to high satisfaction scores and numerous customer compliments　Received MIS Employee of the Month April 2016 Education B.A.S. in Information Systems and Cybersecurity ITT Technical Institute - Lake Mary, FL September 2009 to June 2013 Skills CUSTOMER SERVICE (3 years), RECEPTIONIST (3 years), RETAIL SALES (3 years), CISCO (1 year), MALWARE (1 year) Links http://www.linkedin.com/in/kareemmunroe Additional Information TECHNICAL SKILLS Networking: TCP/IP & LAN/WAN Protocols, Network and Systems Management, Network Development, Structured Cabling　Operating Systems: Windows 98/2000/XP/Vista/Windows 7/Windows 8/Windows 10/Windows Server 2003/2008/2012/Mac OS/Linux/Cisco IOS　Technical Support: Tier 1 and 2, Troubleshoot Hardware/Software, Troubleshoot Network Customer Service Connectivity, Software Installation Support, Remote Access　Hardware: Palm/Handheld/Wireless Devices, Assemble/Disassemble PC's, Install, Configure, Troubleshoot and Repair. Installation, Testing and Troubleshooting of Cabling　Software: MS Word, Excel, PowerPoint, Access, Outlook, Publisher, Visio, Exchange, VMware. Install, Configure and Troubleshoot　Development: SQL Database, Python Coding　SIEM: LogRhythm (certified)　Cisco: Advanced Malware Protection (certified), Advanced Threat Analytics Kareem Munroe Kmunroe110@hotmail.com M (407)399 -

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