

Security Operation Center Analyst Security Operation Center Analyst Security Operation Center Analyst Ypsilanti, MI Work Experience Security Operation Center Analyst Novacoast - Ann Arbor, MI January 2018 to February 2019 Charged with defending multiple customers privacy with the use of internal systems. Communication was strictly over email with occasional contact over the phone. Support Technician Barracuda - Ann Arbor, MI April 2017 to January 2018 Worked closely with customers to deploy hardware, recovery emails and secure in depth knowledge of internal systems. Support Specialist Aysling - Ann Arbor, MI May 2016 to March 2017 Trained customers on the use of a web hosted advertisement software. Worked closely with customers directly through screen share, over the phone, and through email. Major Sales, Costco - Ann Arbor, MI November 2014 to January 2015 Provided extensive knowledge to customers on televisions, computers, and smartwatches. Developed exceptional skills with customers and enhanced my team skills. IT Assistant RepairClinic - Canton, MI March 2014 to April 2014 Conducted inventory of unused computer systems, recycled reusable hard drives and other equipment. Was in charge of destroying sensitive information. Gained valuable experience in training employees during the transition from Windows XP to Windows 7. Education Associates Degree in Network Administration in Network Administration Jackson Community College Associate Degree in Management LISD Tech Center Linux + certification Washtenaw Community College Additional Information SKILLS Matthew Milholin LogRhythm CarbonBlack TCP Dump WireShark VMWare/Virtualbox Linux Administration 4653 Pitch Pine Lane Apt. Passionate to Learn Team Player High Level of Patience 3B Ypsilanti, MI 48197 Cell: 517-918-7026 MatthewMilholin@gmail.com

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