

Security IT Analyst I Security IT Analyst I Security IT Analyst I - AVS Technology Aubrey, TX Work Experience Security IT Analyst I AVS Technology - Richardson, TX December 2017 to Present Providing first level contact and resolution to clients technical problems. Remotely connecting to servers, NVR's and workstations through Dameware and Teamviewer. Tracking, routing, redirecting problems to the appropriate resources. Escalating priority cases to a Level 2 Analyst. Answering emails, phone calls and Service Now tickets from the client. Troubleshooting printers, network and email problems. Requesting Quotes from Vendors and Purchase Orders from Client Site team's for on-site technical support. Programming and connecting devices and equipment in servers and workstations. Multitasking through multiple projects, issues, VPN's and security management programs like Amag, Lenel, Genetec and Salient. Security Manager Allied Universal Security - Carrollton, TX February 2017 to December 2017 Manage staff schedules for all shifts and events to minimize overtime costs. Communicate and enforce compliance with state and local laws while emphasizing company standards of professionalism and safety. Communicate between client, customers and staff. Return phone calls providing sufficient answers to questions. Develop procedures for the emergency response and crisis management, physical security, information protection, incident management, and investigations. Complete and submit weekly and monthly reports by recording information, occurrences, security activity, access activity and surveillance activities. Hire, train and manage staff of seven associates. Working under little to no supervision. Security Professional / Allied Universal Security - Carrollton, TX October 2014 to December 2017 Secured premises and personnel by patrolling property, monitoring surveillance equipment, inspecting buildings, equipment and access points. Prevented losses and damage by reporting irregularities; informing violators of policy and procedures. Reported all incidents, accidents, and medical emergencies to property management and law enforcement. Continuously monitored security cameras and fire, building, and alarm systems. Access control and access monitoring. Education High school or equivalent Skills Organization skills, Excellent communication skills, Security

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