Business Systems Analyst Business Systems Analyst IT Analyst Worcester, MA Work Experience Business Systems Analyst SELCO - Shrewsbury, MA November 2017 to Present Establishes and maintains a strong working relationship with department heads and users throughout each core business vertical and across the enterprise. ? Assists the CIO in researching, reviewing, and selecting new business systems, or replacements for existing systems. ? Provides backup, support, technical guidance, and advisory services to all other divisions of SELCO and municipalities. ? Assumes responsibility for immediate response to production program problems. IT Security Analyst North Brookfield Savings Bank - North Brookfield, MA November 2017 to November 2018 Monitor and maintain alarm systems in all branches using Verex security software. ? Monitor network for harmful threats using Ivanti Endpoint Security. ? Run user access reports on all external applications and compare reports to employee records. ? Build out Jira Service Desk for employee service requests and access changes. ? Reset passwords in Active Directory and external applications for employees. ? Gained my SSCP Certificate (Systems Security Certified Practitioner) from ISC2. IT Support Technician II Boston Heart Diagnostics - Framingham, MA April 2016 to November 2017 Served as system administrator for enterprise applications including Atlassian Products, Microsoft Products, Kaspersky, DSX Access system and Active Directory Server. ? Work with AirWatch to keep track of all corporate devices. ? Use Active Directory daily to set-up new employees, create and maintain security groups, create and maintain distribution groups, update users and computers within correct containers and to disable accounts. ? Troubleshoot issues with software such as MS Office, Windows, IOS on iPhone and iPad. ? Troubleshoot issues with hardware such as printers, laptops, phones. ? Patch ports in server room to provide internet and voice service to on-site users. ? Maintain and daily monitoring of Kaspersky Anti-virus Server and DSX Access System Server Education Clark University - Worcester, MA September 2019 Bachelor of Science in Information Technology in w/ CyberSecurity Southern New Hampshire University - Manchester, NH Certifications/Licenses SSCP (Systems Security Certified Professional)

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