

Tier 2 Technical Support Engineer Tier 2 Technical Support Engineer Tier 2 Technical Support Engineer Evergreen, CO Work Experience Tier 2 Technical Support Engineer Qualys Inc - Foster City, CA March 2016 to October 2018 Investigate and Analyze Security Concepts within Applications and Infrastructure Troubleshoot physical and virtual scanner connectivity within LAN/WAN/Cloud Environments Research Scan Results for True False Positives and False Negatives Provide detailed, comprehensive assistance for remediating vulnerabilities Assist customers via email, phone, WebEx with Product Support Troubleshoot Web Application Scan (WAS) issues Investigate and troubleshoot EC2 scans and SSO issues Research and troubleshoot TLS/SSL, SSH and Certificate issues Provide in depth analysis to Engineering teams regarding product issues September 2015 - December 2015 Sr. Systems Administrator eLoyalty - Austin, TX July 2013 to June 2015 Performed configuration and operations to support 450+ end users Successfully created imaging solutions to include WDS 2012 and SCCM 2012 R2 Troubleshoot Network Connectivity issues including VPN Configurations and Connectivity Effectively worked with other teams sharing responsibility for administering SCCM Assisted with the Administration of Windows 2k3, 2k8 & 2k12 AD Utilized ESXi & Hyper-V Servers for QA and Production environments Documented and Reported reoccurring issues and reported to Operations Team Analyzed and troubleshoot systems via log files, forums and vendor references Tier 2 NOC Engineer Cisco - Austin, TX October 2012 to June 2013 Effectively respond to P2 & P3 monitoring alerts according to SLA Identify root cause of issues related to VOIP, Multimedia Streams and Call failures Troubleshoot LAN/WAN network problems Troubleshoot TelePresence Servers including UCS, VCS, UCM, CTS & TCS Provide analysis of log file information for RCA (one way audio, jittery video, etc.) Assisted customers with TelePresence connectivity issues, Assisted customers with TelePresence scheduling issues, CSU/DSU issues Engaged and interacted with 3rd party vendors as needed Clearly defined Cisco's recommended practices & procedures to 3rd party clients Network Administrator Xtreme Power - Kyle, TX April 2012 to October 2012 Analyzed and monitored all aspects of the network infrastructure Efficiently configured & deployed Cisco routers, switches and WAP's Migrated network infrastructure for

manufacturing plant to include fiber & Ethernet Utilized Windows Servers and Windows Hosts for day to day operations Planned and designed network topology strategies for Windows AD environments Generated operational reports in accordance with Company provided tools Participated in providing root cause analysis for network and Windows infrastructure Network Admin, System Analyst Various Companies - Austin, TX January 2010 to October 2012 Assisted with configuring, monitoring and troubleshooting Windows hosts Provisioned Windows hosts according to company policy utilizing SCCM Assisted with LAN/WAN connectivity issues for Windows hosts and servers Monitored network infrastructures utilizing SolarWinds & other company tools Efficiently configured & deployed both Windows hosts and servers Education Austin Community College, San Jose Community College, Chattahoochee Valley Community College Skills Cyber Security, Information Security, Nist Assessments Technical Support Expert August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/p1uynzklwqh5-p5g Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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