

Security Sr Data Analyst Security Sr Data Analyst Security Senior Data Analyst - Accenture Woodridge, IL Work Experience Security Sr Data Analyst Accenture - Chicago, IL November 2017 to Present International collaboration with teams in India, Philippines, and UK to align tasks, analyze reports, and confirm status updates for compliance efforts. Performed host integrity checks to make sure the Symantec agent properly communicates to the Symantec servers. Analyze and reviewed logs daily in the Symantec and AWS servers to send out the data report four times daily to global leadership. Review and communicate the symptoms of indicators and write scripts (PowerShell) to help package up fixes that will go to deployment. Create software distribution and package updates for Symantec Enterprise Protection to both MAC and PC internal and external assets. Supports infrastructure and network needs for all of Accenture while providing SEP (Symantec Endpoint Protection) Performed PowerShell scripting, Data Loss Prevention, Encryption, Intrusion Prevention System Systems Administrator Evangelical Lutheran Church in America (ELCA) - Chicago, IL March 2016 to November 2017 The Evangelical Lutheran Church in America (ELCA) is one of the largest Christian denominations in the United States, with about 4 million members in nearly 10,000 congregations across the United States, Puerto Rico and the U.S. Virgin Islands. Complete daily task list ensuring proper update and functionality of servers and systems. Respond to requests for technical assistance via in person, phone and electronically. Troubleshoot and resolve technical issues related to hardware, software, telecom and networks independently with little or no supervision. Provide Windows Active Directory user maintenance. Provide Office 365 administration Research questions using available information resources. Logged all help desk interactions via Cherwell ticketing system. Conducts follow up when needed to ensure closure of ticket. Document processes, resolutions and send email communications to user base. After hours systems support on an as-needed basis. Support for Commvault backup system with Panzura integration Powershell scripting Office 365 migration Group policy Symantec AV administration SCCM & SCOM Server Patch Management Studio Manager/ Chief Music Engineer INMusic - Chicago, IL January 2009 to December 2016 Conduct mixing of recording audio to achieve sonic quality Audio recording of vocals and instruments for private and

public clientele Develop marketing and promotions strategies In-house engineering and production support for various production companies ? Its Knobody's Business, Orlando, FL ? B.E. Somebody Los Angeles, CA ? S Men Productions Los Angeles, CA Demonstrates exceptional skills in professionalism and responsiveness across a wide variety of areas including customer satisfaction.

Systems Administrator, (Consultant) Healthcare Associates Credit Union - Naperville, IL
November 2014 to March 2016 HealthCare Associates Credit Union (HACU) is a member-owned, not-for-profit, financial institution that was organized to offer quality, economical services to employees (and their family members) of IHA member hospitals and organizations, as well as their affiliates.

Development, implementation and support online account opening system from Meridian Links. Complete daily task list ensuring proper update and functionality of credit union servers and systems. Respond to requests for technical assistance via in person, phone and electronically. Troubleshoot and resolve technical issues related to hardware, software, telecom and networks independently with little or no supervision. Provide Windows Active Directory user maintenance. Research questions using available information resources. Logged all help desk interactions via Web Help Desk ticketing system. Conducts follow up when needed to ensure closure of ticket. Document processes, resolutions and send email communications to user base.

After hours technical support on an as-needed basis. IT Systems Support Specialist, (Consultant) ArjoHuntleigh - Addison, IL July 2014 to November 2014 ArjoHuntleigh is a global group with 4,400 dedicated employees worldwide and an annual turnover of 750m that serves the needs of acute and long-term care in more than 100 countries dedicated to increasing the quality and efficiency of care.

Successful completion of migration of four internal departments creating new computers within SRP, and synchronizing users from AD to SRP for approximately 200 employees. Trained an IT employee within the Canadian office on how to connect existing computer user's count to new SRP issued U number, and verify existing connections to network drives and resources from previous domain. Respond to requests for technical assistance via in person, phone and electronically. Troubleshoot and resolve technical issues related to hardware, software, telecom and networks independently with little or no supervision. Coordinate Help Desk Activities with

regional and global team. Work with different levels of the Technical support team to escalate more complex issues for resolution. Provide Windows Active Directory user maintenance. Research questions using available information resources. Logged all help desk interactions via Service Desk Plus ticketing system. Conducts follow up when needed to ensure closure of ticket. Document processes, resolutions and send email communications to user base. After hours technical support on an as-needed basis. (ITSC) Analyst, (Consultant) IT Service Center - Rosemont, IL April 2014 to July 2014 Reyes Holdings, aligned with leading brewers and foodservice providers, delivers the best-known brands and widest variety of food and beverage items to retailers around the world. Provides second-level support in the areas of Citrix, JDE EnterpriseOne, PC software applications, desktop/laptop hardware, mobile devices, and networking. Maintain skill level sufficient to provide such support. Respond to error messages by resolving issue or escalating to appropriate support personnel. Windows XP and 7 Utilized Citrix: Adding icons, setting users up, printer trouble shooting. Microsoft: Active Directory and Exchange: setting up users, resetting passwords, and creating groups. Ticketing system. Responsible for resolving high levels of computer and application issues on a "first call" basis. Responsible for performing routine operational tasks within the clients Data Center. Receive and accurately record details of problems reported to the ITSC to include status and resolutions to problems. Successfully troubleshoot, diagnose and resolve Tier 1 & Tier 2 service and support issues. Providing accurate Tier 2 services and support metric reporting (i.e. call tracking) as required. Handle the efficient escalation of customer service and support issues to the Tier 3 support team. Manage execution of assigned tasks against detailed project plans that facilitate the timely completion of infrastructure objectives and deliverables. Create and maintain production support documentation including technical support documents and end user instructions. Working in a team to provide 24/7 support to locations around the globe. As a team member, discuss with team to evaluate and maintain assigned policies and procedures to keep them current and efficient, and present to supervisor. Other tasks and duties as assigned Remote Help Desk Chicago, IL July 2013 to April 2014 Project Leadership Associates (PLA) is a business and technology consulting firm that empowers small,

middle market and enterprise organizations. Worked with end users remotely via phone, email and remote control applications. Windows and Mac OS X program installation and troubleshooting, as well as application installation and troubleshooting on Android and iOS devices. Followed predefined processes and procedures. Documenting issues and resolutions in BMC Footprints ticket/tracking system. Performed Remote Desktop Support, Virus Scan and Removal, Computer Imaging and configuration, Active Directory Maintenance, Remote software installation, VPN configuration and maintenance, and Mobile device setup and support. Information Technology/Desktop Support Consultant Walgreens Corporation - Chicago, IL April 2013 to July 2013 The nation's #1 drugstore chain operates more than 8,000 mostly freestanding Walgreens stores in all 50 US states, the District of Columbia, and Puerto Rico. Provided first-level technical support on-site conference call support during meetings, projector repair, web/network presentations, resetting operating systems, and rebuilding PC computers. Earned solid reputation for resolving complex issues and providing exceptional customer service Performed Mac and PC desktop support, iPhone and Android support, laptop support, device inventory management, user profile management, and basic network Perform support, hardware repair and replacement. Setup video conference calls for executive meetings, configure audio input/output levels and streams. Built a rapport with C-level management assisting with their technical needs Achieved the highest levels of productivity, handling over 50+ problem resolution issues per week and averaging a fast paced and high urgency environment daily. Extensively utilized Remedy to record and track issues. Technical Support FRS/Genius Bar - Chicago, IL August 2010 to April 2013 American multinational corporation headquartered in Cupertino, California that designs, develops, and sells consumer electronics, computer software and personal computers. The second-largest publicly traded corporation in the world by market capitalization, with an estimated value of US\$414 billion as of January 2013. Align with consumer and corporate based customers to determine best needs Performed Mac computer and mobile device in store repairs Relationship repair for customers at Genius Bar including personal training for One to One members Escalated issues as needed and maintained communication with customer and Technical teams. Extensively utilized Remedy to

record and track issues. Demonstrated exceptional skills in professionalism and responsiveness across a wide variety of areas. Education Bachelor's in Audio Engineering / Acoustics Musicians Institute - Los Angeles, CA March 2002 Art/ Animation North Park University - Chicago, IL Skills ACTIVE DIRECTORY (6 years), HELP DESK (6 years), MAC (10+ years), REMEDY (2 years), SCOM (4 years), Excel (4 years), SQL (2 years), Microsoft Office (6 years), Powerpoint, Visio, HTML Additional Information TECHNICAL SKILLS: Software: Microsoft Office (word, excel, PowerPoint, outlook) Windows XP ,7,8, 8.1, 10 Windows Server 2003, 2007, 2012, 2016 Tangoe AS400 iWorks BMC Remedy iRepair (Apple ticketing system) Apple iMovie Adobe Photoshop Mac OS (Apple computers) iOS (Apple mobile device) Blackberry OS Proxy Pro Master Remote Desktop Manager Commvault Backup Systems Active Directory Power Query MacAfee Endpoint Encryption Symantec Endpoint Protection DSM Console Cisco Any Connect Remote Desktop Avid Pro Tools Apple Logic Pro Apple Final Cut MAX M3 Soti Web Help Desk NCAT Shoretel SCCM & SCOM Administration Hardware: Mac book Pro, iMac Mac book Air Mac Mini MC65 PDA IBM Lenovo Dell Microsoft Surface Pro iPhone iPad

Name: Deborah Garner

Email: yward@example.org

Phone: +1-548-834-9565x13610