

Job Seeker Pittsburgh, PA Enthusiastic and team-oriented Information Technology/Microsoft Certification major with specialized training in Windows 7 and CompTIA Security+. More than years of industry experience performing client consults on hardware/software installation and troubleshooting. Work Experience Mondo August 2017 to October 2017 Migration of users computers from Windows 7 to Windows 10 with all new equipment. Security Analyst Duquesne Light December 2016 to January 2017 Maintain access by providing information, resources, and technical support. Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements. -Active Directory Users and Computers - Critical Infrastructure Protection environments Security Analyst Thermo Fisher Scientific August 2016 to December 2016 Maintain access by providing information, resources, and technical support. Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements. -Active Directory Users and Computers -ACF2 -Unix -OnDemand -Oracle - ServiceNow Global Service Desk Analyst Thermo Fisher Scientific February 2015 to July 2016 - Single point of contact user issue resolution - Internal user technical problem resolution - Windows, Oracle, and mainframe user support - RACF user support - HP ServiceManager - Unix user support Technician Thermo Fisher Scientific November 2014 to January 2015 Mass machine version upgrade from Windows XP to Windows 7 Enkompas Technology Solutions - Pittsburgh, PA February 2014 to October 2014 Pittsburgh, PA Infrastructure Technican I February 2014 - October 2014 -Single point of contact user issue resolution -Hardware trouble shooting -Optimization and windows listing to Build, Rebuild, and Optimization of Windows Server and Workstation machines -Active Directory Management -Barracuda Web Filter Management - Supporting financial institutions IT Technician Intern Smith Micro Software Inc - Pittsburgh, PA April 2013 to August 2013 smithmicro.com - PC and Server Inventory Management - Set-up and configure new Windows Machines - Server Inventory - Set-up Cisco IP Phones Education Certificate in Microsoft Network Professional Pittsburgh Technical Institute - Oakdale, PA July 2013 Additional Information Technical Skills - Server and Workstation Hardware replacement - Configure systems for network access in a

wide array of enviroments

Name: Hannah Pugh

Email: powerstaylor@example.net

Phone: 7358519713