

Junior IT Security Analyst Junior IT Security Analyst Junior IT Security Analyst - Skillsoft Tewksbury, MA Authorized to work in the US for any employer Work Experience Junior IT Security Analyst Skillsoft January 2017 to Present - Coordinate ongoing improvements to security management policies and procedures. - Partner with IT and business departments to identify gaps in procedures. - Performed mitigations required to protect critical resources. - Implemented, as directed, appropriate response measures to security threats. - Provided documentation and data collection support. - Maintained user access controls, processes, and procedures to prevent unauthorized access, modification, or misuse of Skillsoft resources. IT Support Specialist /Desktop Support Dell Inc May 2016 to January 2017 - Provide support to end users relating to hardware and software - Follow up with complaint ticketing system and timely resolution of all work orders - Install, organize, test, maintain, check and troubleshoot end user workstations and interrelated hardware and software problems - Configuring and managing backup & restore procedures - Working within a TCP/IP network environment, including DHCP, DNS and Ethernet - Deploying new hardware, server backups & evaluating new software & security risks. Remote Desktop Support Analyst /Field Service Technician Acapella Technologies January 2016 to May 2016 - Provide support to end users relating to hardware and software - Carry out on-site analysis, identification, and resolution of difficult desktop problems for end users - Performed weekly maintenance on all clients through GFI/MaxFocus Dashboard - Remote Support for desktop errors and general issues using Take Control - Follow up with complaint ticketing system and timely resolution of all work orders - Install, organize, test, maintain, check and troubleshoot end user workstations and interrelated hardware and software problems - Created user accounts and managed access control of desktop and Network applications PC/Desktop Support Analyst/Field Service Technician ENTEGEE - Burlington, MA May 2015 to December 2015 - Provide support to end users relating to hardware and software, computer applications, LAN components and peripherals - Follow up with complaint ticketing system and timely resolution of all work orders - Install, organize, test, maintain, check and troubleshoot end user workstations and interrelated hardware and software problems - Travel between offices to resolve end user software and hardware issues - Configured and installed new

Microsoft systems - Maintained the up to date operating procedures inside the IT department -
Created user accounts and managed access control of desktop and Network applications -
Maintained and edited Group Policy Management on Windows domain server Retail
Associate/Manager on Duty RADIOSHACK - Wilmington, MA August 2013 to December 2014 - IT
related support - Customer Service - Phone Activations - Phone\PC troubleshooting and support -
Opening and Closing Store - End of Day Deposit - Managing other employees - Creating
Schedules weekly Education High School Diploma LOWELL MIDDLESEX ACADEMY CHARTER
SCHOOL June 2013 Skills Customer Service (5 years), documenting (5 years), Information
Security, It Security, Cyber Security Additional Information QUALIFICATIONS AND SKILLS
Hands-on experience in creating user accounts; including user rights, security and groups creation
Knowledge of documenting and upgrading hardware and software systems Excellent rapport and
customer service skills Self-Motivated with constant Self Improvement efforts Experienced in
organizing and multitasking in a fast paced work environment Exceptional logic and problem
solving skills Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
Ability to work well in a team environment. IT security experience including anti-virus / malware,
encryption software.

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