

Cyber Security Analyst Cyber Security Analyst Systems Engineer Conshohocken, PA I possess strong communication troubleshooting and interpersonal skills. I have over 8 years of collective Information Technology experience in various capacities. I am in the process of becoming MCSA certified. Authorized to work in the US for any employer Work Experience Cyber Security Analyst BankMobile - Radnor, PA November 2018 to January 2019

- o Worked with cross functional teams to conduct pen testing standards and procedures to help mitigate any potential future security breaches
- o Developed methods and procedures for provisioning users in Azure Active Directory including Change management and approval processes.
- o Assisted with monitoring Security Information and Event Management tools deployed to the network
- o Accumulated operational intelligence by developing and maintaining threat profiles of likely IP threats

Strategic Operations-Tier 2 Technical Manager COMCAST January 2017 to March 2018

- o Oversaw multiple projects across all phases of product/ service deployment while ensuring all business Standard Operating Procedures are performed along the way
- o Recognized for providing assistance in closing \$60 million deal ultimately resulting in a projected increased of company revenue by \$10 million per year over the next 5 years to come
- o Collaborated with Product development while QA testing procedures while assisting with the planning of project sprints
- o Spearheaded initiatives to provide a vision on Tier 2 Technical Support productivity and workflow improvement resulting in over \$1 million savings in software licensing fees over a span of 3 years
- o Recruited, trained and mentored all Tier 2 Technical support agents, developing team leaders to insure business projects scaled proportionately with technical expertise available to be deployed per business needs

IT Support Specialist ALLIED UNIVERSAL October 2016 to February 2017

- o Satisfied incoming requests for Active Directory user profile changes based off Service desk ticket requests
- o Re-imaged company laptop and desktops based on various ticket requests utilizing LANDesk re-imaging tools
- o Coached Help desk members, resulting in decreased call handling times while promoting an open learning environment
- o Applied various troubleshooting methodologies to efficiently reduce internal user Help desk call volume

IT Support Specialist THE PHILADELPHIA CONTRIBUTIONSHIP March 2015 to September 2016

- o Help provide, maintain, and deploy

software application solutions throughout the company o Orchestrate and design training classes tailored to users/ business needs o Perform Software/Hardware troubleshooting/installations as service request calls/tickets are reported o Maintain company inventory using Microsoft SharePoint and various platforms o Implement new Employee on-boarding and employee termination policies and procedures as business permits

Technical Legislative Intern Office of Philadelphia City Councilman Kenyatta Johnson July 2014 to July 2015 o Conducted qualitative research to produce a conceptualized solution on various politically connected current event topics o Leveraged strong communications skills while serving as an initial point of contact for constituents residing in the 2nd District of Philadelphia o Consolidated constituent file and database systems to ensure accurate constituent service documentation

APPLE INC. Service Technician APPLE February 2012 to March 2013 o Facilitated one-on- one to group training workshops for personal development as well as businesses on various topics to help increase productivity o Directed and supported mobile technicians to keep technical support appointments on time for each customer/business appointment o Created tailored training sessions for businesses seeking complete solutions with integrating APPLE products

Senior Technical Support Agent COMCAST BUSINESS SERVICES April 2011 to January 2012 o Worked on escalated technical issues that need remote troubleshooting which may include logging into equipment at a customer service address o Facilitated training to other Technical Support Agents as needed/ as well as provide direct feedback about the agent's progression to their Supervisor o Collaborated and provided feedback to Supervisors in order to provide more stable connections to Internet services at a business customers addresses

SENIOR CIA GEEK SQUAD- BEST BUY November 2009 to February 2011 o Completed hardware and software installations on various computer peripherals o Provided technical consultation in store as well as over the phone, in return producing significant sales growth in services o Sold services and protection plans to customer during in store customer experience interactions o Produced detailed analysis from troubleshooting inbound computers in for repair

Education Bachelors of Science in Information Systems Strayer University June 2018 to July 2020 Associates in Information Technology ITT

Technical Institute June 2015 Skills Powershell (Less than 1 year), Python (Less than 1 year), Team Building (5 years), Training & Development (6 years), System Administration (3 years), Technical Support (8 years), Vmware (3 years), Hyper-V (1 year), Microsoft Office (10+ years), Active Directory (5 years), Windows 7 (8 years), Windows 10 (3 years), Salesforce (2 years), Disaster Recovery (2 years), DNS, System Administrator, Linux, SCCM Links <https://www.linkedin.com/in/octavius> Certifications/Licenses Driver's License Additional Information Currently pursuing MCSA Completed June 2018 - Course 20740 Installation, Storage, and Compute with Windows Server 2016 Completed July 2018 - Course 20741 Networking with Windows Server 2016 Completed September 2018 - Course 20742 Identity with Windows Server 2016

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