

Data Security Analyst | Data Security Analyst | Identity and Access Management Data Security Analyst Farmington Hills, MI Work Experience Data Security Analyst | CareTech Solutions Inc March 2017 to Present Enforced data privacy and security in keeping with HIPAA requirements Audited information systems and over 20 clinical applications and provided detailed reporting Addressed audit findings by documenting new and existing processes Responsible for creating Active Directory accounts including security groups and distribution lists Responsible for migration cloud mailboxes and back on premises Compile and manage the procedures for each customer provisioning process Responsible for training of new employees on IT operational and security processes and procedures IT Service Desk Analyst, SME CareTech Solutions - Troy, MI August 2015 to March 2017 Served as Problem Manager, responsible for checking and routing tickets to the appropriate team Diagnose, troubleshoot, and resolve a range of hardware, software, and connectivity issues Upgraded additional software and hardware to meet customer needs Reviewed incidents to identify problems in a customer's environment and performed root cause analysis IT Service Desk Internship CareTech Solutions inc - Troy, MI June 2015 to August 2015 Provided first level support over the phone and documented each call in Remedy ticketing system Researched, resolved, and responded to questions received via phone and emails in a timely manner Education Bachelor of Science in Information Technology in Cybersecurity WALSH College - Troy, MI October 2017 to June 2019 Oakland Community College - Auburn Hills, MI 2017 to 2018 Skills ACTIVE DIRECTORY (3 years), EXCHANGE (2 years), CITRIX (3 years), AUDIT (2 years), Office 365 (3 years) Links <https://www.linkedin.com/in/gurgenstefanov> Additional Information TECHNICAL SKILLS Operating Systems: Windows 7/10, Mac OSX, Android OS, iOS, Linux, Ubuntu Messaging Systems: Exchange, Office 365, Office 365 migrations (Exchange Online) User Directory: Active Directory and Group Policy, AD Manager Plus, Audit Manager Plus Virtualization and Cloud: Citrix XenApp, VMware, Amazon Web Services (AWS) Automation: PowerShell, UI Path ABILITIES Strong listening, verbal, and written communication skills with well-developed time management skills A strong sense of urgency and the ability to multi-task effectively under pressure with attention to details Ability to work independently as well as part of a

team Ability to meet deadlines on time and work off hours if necessary Strong interest in
Cybersecurity, privacy, and auditing

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