

IT Analyst Intern IT Analyst Intern IT Analyst Intern - HA&W Authorized to work in the US for any employer Work Experience IT Analyst Intern HA&W - Atlanta, GA December 2016 to Present Provides Tier I and Tier II user assistance to resolve 60-80% of submitted ticket requests and incidents Install, configure, and update laptop/desktop software applications. Assist with maintaining a Firm-wide Help Desk tracking database using ITIL framework Supports troubleshooting involving various tax software such as: GoSystems, GoFileRoom, and CCH Prosystem fx Maintains user rights, password resets, and user creation with Active Directory-Manager Plus Privacy Analyst Intern The Coca-Cola Company - Atlanta, GA December 2015 to December 2016 Collaborate with the Chief of Privacy to track all privacy projects on a weekly basis Updates privacy matrix and policy changes documentation based on company procedures Aid a Privacy Consultant with Workday reporting to ensure the protection of all sensitive personal information Assist with the development of privacy training courses for senior leadership & the legal team Compiled contractual clauses for cross border data transfer applications Write and collect privacy impact assessments for all new and updated external/internal applications Created a privacy awareness video for the Legal Ease Team for broadcasting across The Coca Cola Company network Generates a monthly dashboard report for the Chief Information Officer leadership team using Tableau Server Maintain security & audit controls updates for Governance & Compliance narratives Developed a global matrix that covers all requirements by country for consent, cross border, data localization, employee monitoring, notification, registration, & authorization obligation. Security Architect Analyst Co-op Cox Communications, Inc - Atlanta, GA May 2015 to December 2015 Managed the Security Department work entry projects Conducted weekly meetings - discuss projects overview, collect and track security team hourly estimates Gathered security research to identify any flaws or concerns with work entry projects impacting the Security Architecture and Solutions team Aided program developers with application security testing assistance using the VERACODE client Conduct Lunch & Learns for project managers about application security testing & company services Technical Support Representative Classified - Personal Information - Valdosta, GA August

2014 to April 2015 Analyze and complete timely troubleshooting to solve customer issues  
Diagnose and resolve technical hardware and software issues involving internet connectivity,  
network disturbance, and system regulation Offer alternative technical solutions with the objective  
of retaining customers Network Operations Engineer Co-op Cox Communications, Inc - Atlanta, GA  
May 2014 to August 2014 Monitored the replacement and upgrade of a \$3.4 million project,  
Synchronous Dynamic Random Access Memory (SDRAM) Replacement Tracked & Logged  
SDRAM inventory through partnership with Alcatel Lucent using their application client, SAM  
(Service Aware Manager) Coordinated the shipment and replacement of 474 SDRAM units in 13  
of Cox Business locations over a 3 month period Arranged the return & refurbishment process for  
all defective SDRAM units TECHNICAL Operating System: Windows, MAC Software: MS  
Office, Tableau, Project Portfolio Management (PPM), SAP, Workday, Citrix, Practice Engine  
Ticketing Systems: SpiceWorks, Remedy, Zoho-ServiceDesk Plus, ServiceNow Language: HTML,  
JavaScript Tools: Nymity, Veracode, Alcatel-Lucent 5620 Service Aware Manager (SAM)  
Databases: Oracle, MSSQL Education Bachelors in Mechanical Engineering Kennesaw State  
University December 2017

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