

Systems Support Analyst Systems Support Analyst Systems Support Analyst - Celgene Corporation
Work Experience Systems Support Analyst Celgene Corporation - Summit, NJ September 2017 to
Present Developed Companywide new hire process, enabling smooth transition in onboarding over
30 employees per week, while coordinating daily with HR, Identify Access Management, Cooperate
Facilities, and IT Security teams for full development Created and implemented 2nd day follow up
procedure to increase HR reviews and satisfaction for onboarding process up to 100% through each
quarter Managed company wide Windows 10 migration project, successfully delegating upgrades
to over 12 technicians, through 4 sites, while creating weekly Excel reports through the use of the
Altirus Monitoring program Synergized combined efforts of IT Security and Project Leadership
partners to develop streamlined process for clients traveling worldwide Utilized Ghost Cast/Multi
Cast servers to backup data of over 500 users to ensure compliance with IT Legal teams Created
Workflows through Visio and ServcieNow Development platform Installed, maintained and repaired
company and multi-vendor systems which included hardware, software and networking Managed
SharePoint site to ensure permissions and security features were appropriately configured
Designed, developed and implemented Internal SharePoint document/Knowledge bases and
training materials repository for Support Engineers on Intranet site Led training for various new
On-site techs in Windows imaging procedures, configuring software through use of use of Altirus
Agent, proper use of ServiceNow, implementation of DUO two-factor VPN authentication, VM Boxer,
Good for Enterprise, and many more IT data Administrator Christina Seix Academy - Trenton, NJ
January 2017 to July 2017 Ensuring patches to protect systems from a wide range of vulnerabilities
and threats Resolve requests for technical support for faculty and students, prioritizing as needed
Maintained and improved upon various Intermediate distribution frames while monitoring and
securing a Main distribution frame on campus Utilized LAN and WAN troubleshooting skills on a
daily basis to maintain network security Established CISCO switches and routers creating
additional connections to establish a more effective work environment Preformed and held
administrative rights of networking software and protocols such as VPN, TCP/IP, DNS, DHCP,
Exchange, and Active Directory to manage systems Security/Web Analyst Pfizer Inc - New York, NY

June 2016 to September 2016 Performing various tasks of diagnosing and resolving technical problems Determining security alarms and preventing and controlling network intrusion Analyzing security incidents and liaising with users on security instructions Securing various SharePoint websites by assigning permissions to multiple users/groups Managed a new Intranet website to serve needs for various different teams Education Bachelor of Science in Information System in Information System State University of New Jersey December 2016

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