

IT Security Analyst IT Security Analyst IT Security Analyst - Arizona Game & Fish Department
Glendale, AZ Authorized to work in the US for any employer Work Experience IT Security Analyst
Arizona Game & Fish Department - Phoenix, AZ August 2018 to Present I update and patch
desktop's and laptop's. Work directly with KB installation, important, recommended, and optional
updates. Install and update JAVA, .NET framework updates, security updates, Visual Studio and
ADOBE. I use C\$, RDP. And remote access software. Service Desk Technician
11/15/2017to11/01/2018 Milestone Technologies Ticket creation using Jira. Working with
technologies such as Zendesk, Brain Tree, Lucid Chart. Deprovisioning of employees.
Researching issues and figuring out the resolves. Customer service is the main function within this
job. Troubleshooting networks, Windows 10, Macbook Sierra/High Sierra. Working with Google
docs, spreadsheets as well as Microsoft Word, Excel, and Power Point. Help Desk Manager
Certified Languages International October 2016 to August 2017 Provide security for the network,
install servers into server room, connect technicians offsite into switches via kvm and/or laptop.
Use of specific technologies such as LogMeIn, Macrium, SpiceWorks, KillDisk, Trend Micro,
Malwarebytes. I also have a extensible knowledge of various anti-virus and utility technologies such
as sysinternals and ninite, Microsoft Office and Outlook. Image/Backup hard drives using
Macrium, Ghost, via dock. Troubleshoot BlueScreen and unexpected shutdowns. Troubleshoot
slow startups, log in errors, peripherals, monitors. Prep workstations to be joined to domain.
Troubleshoot Windows 7 PRO OS. Connect phones and computers to switch technologies via
server room. Label and organize all cables in server room. Familiar with CMD Prompt
commands such as ping and trace route. Support Specialist All Covered July 2016 to August 2016
IT services from Konica Minolta Imaged hard drives, laptop, tiny-in-one modules, Surface pro,
using Ghost software Asset tagged items in depot and recorded using bar-coder and excel Hard
ware repair on lap-tops, and desktops including optical drivers and motherboard replacement.
Installed Windows 7 onto desktop/laptop, installed updates from Windows store as well as HP, Dell,
and Intel, installed various antivirus programs, installed adobe such as flash player, Reader, Air, and
Flash player. Installed .NET framework, Microsoft Silverlight, connected computers to domain.

Used ticketing system (remedy) to record work progress and completion. Also for time management.

Minimal experience with Microsoft Server 2016, Bomgar, and Kaseya. Premier Support Technician Asurion - Phoenix, AZ May 2016 to May 2016 This position I work with clients on a daily basis providing customer service in a technical related field. My responsibilities include either guiding the customer to resolution or remotely using tools such as LogMeIn. The technically related issues include but are not limited to, backing up data to various cloud technologies, factory resetting mobile devices, troubleshooting mobile apps, network routers, Wi-Fi and cellular network adapters, Bluetooth related issues, sms/messaging, multimedia messaging, hot-spots, tethering, phone activation, issues related to phone numbers porting between carriers, media retrieval, mobile OS/mobile application updates, application installs, malfunctioning phone chargers/batteries, screen tearing/bleeding/non responsive, sim cards, and providing a general education to customer upon request about device functionality. I have worked with various mobile operating systems such as iOS, Android, & Windows. The devices include but are not limited to Samsung Note and S series, Motorola Droid, Droid II and Turbo series, Apple 5, 6, 6S, and Nokia.

Family Care Connections - Glendale, AZ January 2015 to January 2015 Hardware and software consultation for computers and network. Installed all hardware and software on desktops, laptop, printers, and end devices. Set printers to specific computer users). Troubleshoot network TCP/IP connectivity issues. Set up router with appropriate security settings. Installed Wi-Fi plus Cat 5e Ethernet cable lines. Installed projector for training sessions on laptop. Update all drivers for printers, operating systems, Microsoft Office, anti-virus programs IObit, Malwarebytes, McAfee, Norton, and Citrix, plus, all web-based browsers including Internet Explorer, Google Chrome, and Firefox. Provide phone support for browser issues, network (Ethernet/Wi-Fi) connectivity issues, and printer issues. Ensured network, system and data availability and integrity through preventative maintenance and upgrades. Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access. Consistently met deadlines and requirements for all production work orders. Aligned office departments and increased inter-department communication and data sharing. Recommended network security

standards to management. Orange Planet Promotionals - Tempe, AZ January 2012 to January 2015

Network topology, operating system installs plus routing consultation. Ran Cat 5e Ethernet lines.

Install Wi-Fi. Consultation plus troubleshooting for TCP/IP, DHCP, NAT, PCI Compliance, Networking Issues, plus all end devices (printers + desktop/laptop). Designed and implemented peer to peer architecture topology. Set up Windows 7 computer to perform as a file server.

Provide phone support for browser issues, network (Ethernet/Wi-Fi) connectivity issues, and printer issues. Worked with client getting the PCI compliance for credit card transactions. This involved

going into the router and setting up the correct ports so their system could communicate with the server. Education Bachelor's in Philosophy Arizona State University - Tempe, AZ 2017 Skills

ROUTER (3 years), Drivers (Less than 1 year), JAVA (Less than 1 year), MICROSOFT OFFICE (1 year), PRINTERS (3 years), Itil, Active Directory, Help Desk, Asset Management, Technical Support, Windows, Customer Service, Windows 7, Networking Additional Information SKILLS:

Software: Windows OS systems 7, 8.0, 8.1, and 10, Apple Sierra/High Sierra, Microsoft Office, Office 365; Anti-Virus, Anti-Spyware, Anti Malware; web browser installations: Internet Explorer, Google Chrome, Firefox, Opera + home page alterations, required, recommended, and optional updates for Windows, java and adobe acrobat, flash, air, shockwave; and co-processor chipsets.

Hardware: motherboards, processors, heatsinks, fans, video cards, optical drives, hard disc drives, power supplies, serial, sata, pata, berg, molex, HDMI, firewire, cat 5 cabling, projectors and printers.

Troubleshooting: blue screens, drivers, web browsers, network connectivity, network adapters resets, RJ-45 cabling, video cards, RAM, router resets, fan speed, default printer, email scans to client address, device manager, safe mode restarts, ipconfig, netsh winsock resets, clear cache on DNS, web browser, and system cleans, monitors, defective cabling, audio, and internet radio.

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