

Security Administrator/Analyst Security Administrator/Analyst Security Administrator/ Ops Analyst  
Louisville, KY I currently reside in Louisville Ky. I am looking to relocate to the Sarasota FL / Venice  
area shortly. I have family who currently live there. I have over 10 years experience in IT and 5 in my  
current role as an analyst in Security Administration for a fortune 100 healthcare company. Work  
Experience Security Administrator/Analyst Humana - Louisville, KY July 2014 to Present  
Grant/Revoke access across multiple platforms and applications in a roughly 90,000 user Enterprise  
network Administer changes via ticketing system: ServiceNow, to adhere to SOP and SLA's Lotus  
notes, Microsoft Access, SQL, Citrix, SWAT, Sharepoint, AD, ServiceNow, HSS, CCP, SPS, EMME,  
Insystems Communicator, Sailpoint IIQ, are a few of the applications I use and provision in  
everyday. Also provisioned EOR (Evidence of review) requests which coincided with COMPLIANCE  
Involved with LP's (Large Projects) change requests that range from a few hundred users on up to  
multiple thousands of users. Trained new contractors within the department on all systems  
pertinent to perform their daily duties and as they progressed into more complex systems. Assisted  
in departmental move towards RBAC. Setting up leavers/movers in system and Identifying  
applications that coincided with a particular role Consultant Tech-Knowledge-Ease - Louisville, KY  
February 2009 to July 2014 Traveled to customer's homes to diagnose, assess, and repair Pc's and  
laptops for repair. Hardware and component level repair. Setup network printers and media  
servers and Wifi. Diagnosed, assessed, and repaired basic network malfunctions in a home  
network/small business environment. Upsell customer if new equipment/devices were needed or  
recommended Network Administrator RCS - Louisville, KY May 2007 to February 2009 Provided  
Help Desk support using Spiceworks ticketing system Implemented design and deployment of  
network infrastructure. This includes running cable, provisioning of hubs/switches/gateways, cable  
termination and the actual topography of the network. Active Directory/User Control  
(rights/permissions/group policy/add user/add group) in a Domain environment. Microsoft  
Exchange Server 2008 ( Setting up mail accounts ) Mainframe AS400 experience  
VOIP/Telephony Exp. Utilizing CISCO Call Manager. Performed server maintenance, checking  
event logs and rotating data backups. Hardware and Network Troubleshooting. (Pinging devices,

checking Static and Dynamic IP addresses. Hub/Switch configuration etc) Performed Field Service Technician duties when needed at customer locations for their point to point systems. Education of Associate in Computer Network Administration Sullivan Institute of Technology and Design - Louisville, KY Olean high School - Olean, NY Skills PROBLEM SOLVER, TEAM PLAYER, Training & Development (2 years) Certifications/Licenses CompTIA Network+ December 2008 to Present  
COMP001007676281

Name: Lauren Smith

Email: thompsoncassandra@example.com

Phone: 563-539-9677x7891