

Junior Security Administrator Junior Security Administrator IT Analyst To secure a challenging position in the field of information technology where I can utilize my knowledge of technical analysis, IT skills, proven leadership qualities and desire to learn and grow within the company. Authorized to work in the US for any employer Work Experience Junior Security Administrator Best Buy - Richfield, MN October 2015 to Present Responsibilities Create tickets in ServiceNow for Security Provisioning Analyze security data for remediation or escalation Create ServiceNow tickets for infrastructure systems and application patching Extensive communication with Vulnerability Management Team and Technologies to create tickets in ServiceNow Accomplishments Created new process for data analyzing and escalation. Skills Used Microsoft Office Suite Xcel Sharepoint ServiceNow Remedy Ticketing System IT Analyst Ecolab - Eagan, MN 2013 to 2015 Set up and configure tablets/iPhones, laptop and desktop computers * Uses available resources and best practices to troubleshoot system failures - hardware/software * Perform diagnostics test on devices to determine issue * Recover lost data via secure vpn on site * Image/Re-image laptops/desktops * Develop knowledge articles for training purposes IT Technician Target Corporation - Minneapolis, MN 2013 to 2013 Build and configure machines * Pull and cut cable wires * Sort computer hardware * Perform diagnostics on computers, faxes, printers Loan Processor/Specialist US Bank - Burnsville, MN 2012 to 2012 Prepare and process mortgage loan records * Assure compliance with bank, regulatory and investor guidelines * Communicate with customers, internal staff, brokers, title companies to respond to inquiries * Obtain all necessary documentation required for filing Education PC Pro School - Minnetonka, MN 2012 to 2013 Skills Able to think logically and analytically in a problem solving environment Able to work independently or as a part of a team Good oral and written skills Computer proficient, advanced knowledge of numerous applications (3 years) Additional Information SKILLS/QUALIFICATIONS Able to think logically and analytically in a problem solving environment Able to work independently or as a part of a team Good oral and written skills Computer proficient, advanced knowledge of numerous applications SOFTWARE/HARDWARE ServiceNow Airwatch Sprint/Verizon/ATT Portals Active Directory iOS Windows XP/7/8 Microsoft Office Suite Microsoft Office 360

Name: Andrew Archer

Email: pmarshall@example.com

Phone: 3893222442