

Business Technical Support Analyst - Security Analyst Business Technical Support Analyst - Security Analyst Business Technical Support Analyst - Security Analyst - University of California San Francisco Antioch, CA My objective is to obtain a position in a professional office environment where my skills are valued and can benefit the organization.

**Work Experience**

**Business Technical Support Analyst - Security Analyst** University of California San Francisco - San Francisco, CA April 2017 to Present

- Administer identify and security access globally for human and functional accounts across multiple systems and applications. This includes on-boarding/off-boarding, incident/problem management associated with access entitlements and terminations as well as Emergency & Privileged Access management.
- Demonstrates moderate problem solving, decision-making, and functional knowledge
- Demonstrates awareness of key security trends. Stays abreast of the systems/applications change management process and communicates to management any changes that impact the security of the application
- Providing 24x7 on call support on a rotational basis
- Analyze user access needs, develop access roles and add/change/delete user access accordingly, through provisioning tool(s) or directly in system / application.
- Provisions user access within Epic environments.
- Trained junior members of IT team regarding work instructions, policies, and service level agreements.
- Proactively identifies and escalates incidents as well as operational performance concerns.
- Consistently met deadlines and requirements for all production work orders.
- Increased customer satisfaction for on-boarding process by reducing time between request and completion
- Assists Management in identifying knowledge gaps and providing training to Analysts and Technicians in the IT Security organization as directed.

**IT Technical Support Analyst** University of California San Francisco - San Francisco, CA March 2016 to April 2017

- Supports end users of clinical and non-clinical applications with troubleshooting and resolution of moderately complex technical problems.
- Researched issues on various computer systems and databases to resolve complaints, answer inquiries, and outline solutions.
- Independently analyzes, investigates and resolves elevated issues.
- Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner.
- Documents on the tracking database (ServiceNow) and determined trends that assist in improving processes and procedures.

Continually updated personal knowledge of computing hardware operating systems and software

Maintains technical and procedural documentation to be used as reference material for UCSF end users.

Answer incoming calls and analyze the queries and problems of the callers.

Maintained confidentiality and discretion when working with passworded or sensitive materials

Complies with the Health System's Policies/Procedures protecting patient information and the confidentiality of the information in accordance with the Federal and State regulations

Worked the Help Desk providing PC and Mobile support, diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades.

Bank Teller Bank of America - Brentwood, CA March 2014 to March 2016

Process standard teller transactions for customers including servicing client accounts, accepting loan payments, managing safe deposit box payments, cashing checks, balancing cash drawers, handling night deposits, correcting discrepancies.

Provided customer assistance with balance detail and other inquiries.

Referred customers to appropriate financial services and products as required.

Handled all customer complaints and issues with high professional courtesy.

Tally the full cash amount at the end of each day.

Count the cash in ATMs and TAUs/ATS's and replenish them.

Notified manager of counterfeit currency in coordination with bank security personnel.

Guarantee security and safety of all bank and client assets via effective adherence of regular corporate and legal processes.

Bring in new customers and open new accounts by advertising new services and boosting business referrals such as mortgages, insurances, loans, lending, etc.

Oversaw processing of night deposit bags.

Assistant Store Manager Gymboree Corp - Concord, CA June 2013 to March 2014

Trains store staff by reviewing and revising orientation to products and sales training materials; delivering training sessions; reviewing staff job results and learning needs with retail store manager; developing and implementing new product training.

Attracts customers by originating display ideas; following display suggestions or schedules; constructing or assembling prefabricated display properties; producing merchandise displays in windows and showcases, and on sales floor.

Promotes sales by demonstrating merchandise and products to customers.

Helps customers by providing information; answering questions; obtaining merchandise requested; completing payment

transactions; preparing merchandise for delivery. Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions. Maintains a safe and clean store environment by developing and publishing evacuation routes; determining and documenting locations of potentially dangerous materials and chemicals. Maintains inventory by checking merchandise to determine inventory levels; anticipating customer demand. Contributes to team effort by accomplishing related results as needed. Sales Lead Gymboree Corp - Concord, CA April 2011 to June 2013 Westfield Downtown Plaza - Sacramento, CA September 2010 to December 2010 Helps organize, manage, and motivate company's sales force. Trains other salespersons', developing leads, and assigns daily job territories. Ensures that staff understands the sales mission and has a firm grasp of company's products and services. Possess strong leadership skills, keeping employees working as a team and making sure morale stays high. Generates sales and maintains a high level of customer service. Participates in merchandising and promotional activities. Ensures accuracy in all transactions, inventory, and procedures. Participate in all manner of store maintenance. Keeps a high level of product and service knowledge. Works in partnership with store managers and other employees to maximize store sales and in-store presence. Maintains a professional appearance, demeanor, and attitude at all times. Performs other duties required. Sales Associate Gymboree Corp - Sacramento, CA September 2008 to September 2010 Greets and acknowledges customers, maintains solid product knowledge. Maintains awareness of all promotions and advertisements. Assists in floor moves, merchandising, display maintenance, and housekeeping. Assist in processing, replenishing and monitoring merchandise and floor stock. Communicate customer requests to management. Processes price changes within the department. Participates in year-end inventory and cycle counts. Rings up sales at register and/or bags merchandise. Education Associate of Science in Health Information Technology in Health Information Technology Santa Barbara Community College - Santa Barbara, CA Certification Contra Costa Medical Career College - Antioch, CA None Los Medanos College - Pittsburg, CA High school or equivalent Carondelet High School - Concord, CA Skills Active directory, Epic, Ui, Apex, Coding

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