

GT Analyst- Application Support GT Analyst- Application Support GT Analyst- Application Support  
Stone Mountain, GA Work Experience GT Analyst- Application Support IHG - Atlanta, GA November  
2018 to Present \* Adhere to Multiple utilities in Agile Central/CA PPM \* Assist Scrum Master during  
WebEx/standup meetings \* Create, maintain and utilize Excel workbooks effectively \* Update,  
refresh and create html codes for CA PPM Splash Screen homepage \* Utilize Service- Now tickets  
for ticket request and escalations Security/ Technical IT Analyst IHG - Atlanta, GA 2017 to 2018 \*  
Administered Active Directory, LDAP, Microsoft Console, RSA Token, WebEx Support, and Air  
watch wireless devices installation \* Assisted Engineer for enterprise networks Tier 1-3, software  
deployments, decrypt Dell security codes, Domain Administration by providing server access \*  
Conducted PDA's and PC diagnostics with resolution \* Troubleshoot hardware/software devices  
and applications Lead Technical Support Specialist Lathem Time Corporation - Atlanta, GA 2016 to  
2017 \* Active Directory, PCs, Mobile Devices \* Assisted company's proprietary software, both  
desktop and cloud base \* Assisted with Scrum dictation, preparation and deployment \* Deployed  
and trained colleagues MS office suite, Active Directory, Microsoft Console, NetSuite \* Resolved  
conflict issues via telephone, remote access, chat, and web inquiries, (Team Viewer) Security  
Analyst Ruffalo Noel Levitz - Atlanta, GA June 2014 to January 2016 \* Administered company  
information security testing and protection plans \* Administered software applications/ Active  
directory for Higher Education enrollment, student success and fundraising analytics \* Assisted with  
Scrum dictation, preparation and deployment \* Created and utilized Excel workbooks for over 2500  
College and Universities \* Resolve escalated tickets/ Tier 3 Support supported Analyst, EOMs, PM,  
Development Team Security/ Technical Analyst Canon Business - Atlanta, GA April 2006 to June  
2014 \* Administered company information security testing and protection plans \* Administered  
software/hardware applications, Proficient in O365 utilities \* Assisted network team with windows  
integration for >500 employees \* Completed IT internship at FS Security Group \* Compliance  
training \* Ensure software is patched and able to protect from threats. Education Master of  
Business Admin in Information Systems Management Strayer University 2014 Bachelor of Science  
in Management in Management Westwood College 2012 Skills Security, access, testing, Cisco,

Active Directory

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