

PC Technician PC Technician PC Technician - US Army Corps of Engineers St. Louis, MO Work Experience PC Technician US Army Corps of Engineers July 2018 to Present Performs technical, operational, and training support to users of personal computers either by telephone, remotely or on-site for PC desktop hardware and software packages. Installs and test personal computers, printers, and other peripherals, configure operating systems, load shrink-wrap programs and other application software programs. IT Helpdesk Support Technician General Dynamics Information Technology May 2018 to July 2018 Provides second-tier support to end users for either PC, server, or mainframe applications or hardware Resolves technical problems and answers queries by telephone or self-service ticket in support of internal and/or outside customer computer hardware, software, network, system/application access, and telecommunications systems. Cyber Security Analyst Intern Maryville University August 2017 to May 2018 Provide a wide range of cost-free cyber security services to non-profit organizations, charities, schools and small businesses. Any vulnerabilities found are added to a report and given to the company with tips on how to fix the problem. FedEx November 2014 to May 2018 40hrs per week) Education Master of Science in Cyber Security Maryville University - St. Louis, MO December 2018 Bachelor of Arts Columbia College Chicago Associate in Applied Science in Graphic Communications St. Louis Community College at Florissant Valley Skills SECURITY (Less than 1 year), ACTIVE DIRECTORY (Less than 1 year), CSS (Less than 1 year), FIREWALLS (Less than 1 year), HTML (Less than 1 year) Military Service Branch: United States National Guard Rank: E4 Additional Information Technical Skills: Troubleshooting, Technical support, Vulnerability-scanning and Reporting, Port scanning, Security Incident Handling & Response, Knowledge of Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS), Packet Sniffing, Digital Forensics, Active Directory, Remote Desktop, Printer configuration, VMWare and virtualization, PC imaging, HTML & CSS, Network security, Risk Management Hardware: Desktops, Laptops, Printers, Scanners, Routers, Switches, Firewalls, Video Cards, Sound Cards, Network Interface Cards (NIC), Wireless Cards, External, IDE and SATA Hard Drives, CD and DVD ROM, USB Cards Software: MS Office Suite, Adobe Creative suite, Wireshark, Nessus, Nmap, Autopsy, Remedy Ticket system Operating Systems: Windows,

Kali Linux, MAC OSX

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