

Technical Consultant Technical Consultant Technical Consultant - Dell Nottingham, MD Work Experience Technical Consultant Dell - Baltimore, MD August 2019 to Present Provided technical support, Windows migration, performed trouble-shootings functions and resolve customer issues. Conducted training sessions and seminars Provided the standardization of hardware and software across a business in order to improve operation efficiency. Lead the design and implementation of technology across a business. Research and resolved issues for customers, business partners, and staff when necessary Network Security Analyst/Enforcement Baltimore City Office of Child Support Services May 2018 to August 2019 Conduct periodic network monitoring and intrusion detection analysis to determine if there have been any attacks Responds to threats, takes mitigation actions to contain the activity and minimize damage. Work with stakeholders at all levels of the organization to communicate the state of information security, inform of possible risks, and suggest ways to improve security. Design and implement new safeguards to protect the system Identify unsuccessful and successful instruction attempts by reviewing and analyzing security events logs and events summary information. Ensure the integrity and protection of networks; audit networks security system to identify and protect areas of vulnerability. Monitors Intrusion Detection System for potential, successful and unsuccessful attempts. IT Security Support and Threat Analyst VOA Chesapeake - Baltimore, MD March 2017 to March 2018 Analyze and triage of security alerts escalating incidents when necessary. Assist with creating and turning security monitoring use cases. Assist with creating and improving Threat Management process and procedure. Monitor incidents and report relevant incidents to management in compliance with corporate operational risk management policy. Responsible in determine initial threat impact and making empowered decisions to escalate, handoff, and/or respond to a potential investigation or incident. Assists security team that responds to alerts that have been identified through automated alerts and detections as well as human-reported events. Responsible for attempting threat resolution, intelligence and indicator capture, requesting mitigations, and recommending additional detections. Participate in Cyber Intelligence Analyst team that is responsible for maintaining the integrity and security of enterprise-wide cyber systems and networks. Technical Support University of Baltimore -

Baltimore, MD March 2013 to April 2015 Seamlessly assists both local and remote clients with computer errors using RDP and other remote access. Proactively provides status updates to clients in support of a positive customer experience. Diagnoses hardware issues and orchestrates the resolution plan. Spearheads the installation and configuration of user VPN access. Designs and delivers training to network specialists focused on daily support functions and how to verify network conditions. Utilizes HP Open View to open trouble tickets, and regularly follows up until resolution of the issue. Contributed expertise in prospecting and closing negotiations. Communicated corporate processes and procedures to clients. Documented all tasks, resolution, and activities in the master log. Education MSc in Cyber Security University of Maryland University College December 2018 BSc. in Criminal Justice University of Baltimore - Baltimore, MD May 2015 BA in Social Science University of Cape Coast Ghana August 2008

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