IYANA GARRY
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347.327.1448

WORK EXPERIENCE

Warehouse Team Member/Personal Shopper • Amazon Prime • May 2019 - Present
• Select items in Whole Foods supermarket for Amazon Prime members' orders
• Sort items by temperature
• Pack items & prepare them for deliveries in warehouse

User Support Technician • The Ramaz School • Feb. 2017 - Sep. 2018
• Troubleshot tickets, regarding Internet connectivity and malware
• Installed wireless access points (APs)
• Managed devices with wireless controller (Cisco Meraki)
• Managed user's reset passwords via Windows Server 2012

Field Technician • Interface Computer Communications • Oct. 2015 - Jun. 2016
• Provided contract work for Dell & the NYC Dept. of Education
• Troubleshot Cisco routers, mobile devices & software programs
• Created help desk tickets to troubleshoot issues
• Administered laptops and sub-netted their IP addresses

Systems Service Desk Intern • AlphaServe Technologies • Jul. 2015 - Aug. 2016
• Assigned and closed remote clients' tickets in helpdesk ticketing system

Data Entry Clerk • Quality Carpet • Aug. 2012 - Jun. 2016
• Transferred data from weekly inventory reports to company database
• Managed accounts receivable reports

PROJECTS
• Deployed live WordPress blogs to AWS via Ansible, Terraform, Docker and Chef
• Deployed local DNS, DHCP, FTP, NFS & web servers in Ubuntu
• Executed Python scripts that automated Snort, Clam AV, Nmap and Wireshark
• Developed PowerShell scripts that automated Active Directory, DHCP & DNS servers in Windows Server

CERTIFICATIONS

• Splunk Core Certified User	• CCNA: Routing & Switching	• CompTIA Security+
Self-Study / Jan. 2019	Self-Study / Dec. 2018	Self-Study / Nov. 2018
• AWS Certified Cloud Practitioner	• CCNA: Security	
Self-Study / Dec. 2018	Self-Study / Nov. 2018	

EDUCATION
Pace University
Sep. 2007 - May 2011
BBA in Management Information Systems