
Gregory Stephens

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GitHub: github.com/gstephens-cyber

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PROFESSIONAL SUMMARY

Help Desk Analyst with experience supporting end users across Windows and Linux environments. Skilled in troubleshooting hardware and software issues, managing user accounts and permissions, resolving access and authentication problems, and documenting incidents clearly. Known for a patient, methodical approach to problem-solving, strong communication skills, and reliable day-to-day support operations.

EXPERIENCE

Help Desk Analyst / IT Support

Trinity Systems - Redmond, WA

Sep 2015 - Aug 2024

- Provided Tier 1–2 technical support for end users via ticketing systems, email, and direct support
- Troubleshoot hardware, software, and connectivity issues on Windows workstations
- Managed user accounts, password resets, and access requests
Supported onboarding and offboarding processes for client environments
- Documented incidents, resolutions, and recurring issues for knowledge base use
- Familiar with AI-assisted IT and security tools; understands data handling risks, escalation limits, and secure usage practices
- Escalated unresolved issues following established support procedures

IT Support / Security Analyst

Trinity Systems - Redmond, WA

May 2015 - Present

- Support end users with access issues, MFA enrollment, and authentication troubleshooting

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- Perform workstation configuration, patching, and secure setup
 - Assist with log review and investigation of basic security-related issues
 - Maintain documentation for support workflows and issue resolution

Northern Alberta Institute of Technology (NAIT), Edmonton, AB -
Cybersecurity Post-Diploma Certificate

Sep 2024 - Apr 2026

British Columbia Institute of Technology (BCIT), Burnaby, BC - *Digital Design and Development*

Sep 2017 - Apr 2019

CERTIFICATIONS

- CompTIA Security+ (SY0-701) — *Expected April 2026*
- Google Cybersecurity Professional Certificate
- IBM Cybersecurity Analyst Professional Certificate
- Cisco Networking Essentials
- EC-Council — Cybersecurity Attack and Defense Fundamentals (2025)
- Google Cloud AI & ML Foundations (Skill Badge)

PROJECT PORTFOLIO

GitHub Portfolio: github.com/gstephens-cyber

Highlighted Projects:

- **VLAN Segmentation & Inter-VLAN Routing Lab** — full enterprise L2/L3 config
- **OSPF Multi-Area Lab** — dynamic routing with area design
- **ACL Traffic Control Lab** — inbound/outbound control and filtering
- **NAT & DHCP Infrastructure Lab** — address translation and dynamic address assignment
- **Firewall Policy Lab (DMZ)** — ACLs, NAT, outbound rules (*in progress*)

References will be provided upon request.