

# Naasi Nixon

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## Certifications & Skills

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- **Certifications:** AWS Solutions Architect Associate, CCNA (Cisco Certified Network Associate)
- **Skills:**
  - Networking - LAN/WAN, VLAN, Routing, Switching, TCP/IP, VPN, Cisco
  - Cloud Computing - EC2, S3, CloudWatch, CloudFormation, Route 53, CodePipeline
  - Infrastructure and Administration - Active Directory, Group Policy, VMware, O365, Okta
- **Website:** [naasinixonresume.com](http://naasinixonresume.com) (hosted through AWS on an S3 bucket with a Route 53 DNS and CloudFront distribution. Backend supported through DynamoDB, Lambda(code created with Python), API Gateway, and Javascript. CI/CD is done through AWS CodePipeline and Github.)

## Work Experience

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### Truist Bank

Oct. 2021 – Present

*Technical Support Analyst*

*Atlanta, GA*

- Troubleshoots and supports the systems necessary for clients to manage their resources that are connected to the bank
- Handles 15-20 tickets a day that are initiated through email, phone, or outreach
- Acts as the primary point of contact for 20-30 clients, providing general troubleshooting or outreach for migration events
- Contributes to the knowledge base system by submitting/updating articles based on experiences during daily work operations
- Shifts day-to-day operations between different projects depending on client need and project lifecycles

### Georgia Department of Public Health

Feb. 2020 – Oct. 2021

*Help Desk Analyst 2*

*Atlanta, GA*

- Supports and manages the systems necessary for the response against COVID-19
  - Systems supported - O365, Okta, Pulse Secure VPN, VOIP, Active Directory
- Troubleshoots and resolves various software and hardware issues that occur throughout the business environment
- Acts as the liaison for non-technical staff, teaching and simplifying the technical concepts that they or their health district may require for standard operations
- Creates and manages users' accounts and their roles throughout the organization

### Wellstar

Dec. 2019 – Feb 2020

*Pc Technician*

*Atlanta, GA*

- Assists in the setup and installation of computer workstations for new business environments

### LivePerson Automotive

Apr. 2017 – Oct. 2019

*Technical Support*

*Atlanta, GA*

- Utilizes comprehensive troubleshooting skills to resolve a variety of technical tickets for clients
- Awarded **“Employee of the Month”** in two different months, due to excelling in role

## Education

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### Morehouse College

2010-2015

*Major: Political Science*

*Atlanta, GA*