Naasi Nixon

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Certifications & Skills

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

Work Experience

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
 - o 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

Morehouse College 2010-2015

Major: Political Science

Atlanta, GA