# Naasi Nixon

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## SKILLS

- **Infrastructure and Administration** - Active Directory, Group Policy, VMware, O365, Okta
- **Networking** - LAN/WAN, VLAN, Routing, Switching, TCP/IP, VPN, Cisco
- **Cloud Computing** - EC2, S3, Load Balancing, CloudFormation, Route 53
- **Ticketing** - Servicenow, Cherwell, Salesforce

## CERTIFICATIONS

- **CCNA** (Cisco Certified Network Associate)
- **AWS SAA** (Solutions Architect Associate)

## EDUCATION

2010 - 2015

Political Science
**Morehouse College  – Atlanta, GA**

## WORK HISTORY

### Technical Support Analyst

Truist Bank                    Atlanta, GA      Oct. 2021 - Present

- Troubleshoots and supports the systems necessary for clients to perform their daily work operations
- Handles 15-20 tickets a day that are initiated through email, phone, or outreach.  90% Same-day resolution rate
- 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

### Help Desk Analyst 2

Georgia Dept. of Public Health    Atlanta, GA    Feb. 2020 - Oct. 2021

- 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 may require for standard business operations

### Pc Technician

Wellstar                        Atlanta, GA    Dec. 2019 - Feb. 2020

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

### Technical Support

LivePerson Automotive            Atlanta, GA    Apr. 2017 - Oct. 2019

- Utilizes comprehensive troubleshooting skills to resolve a variety of technical tickets for clients
- Awarded "**Employee of the Month"**  in two separate months, due to excelling in role
- Works with team to meet department-wide SLA goals and deadlines