

KEVIN SULLIVAN

Mountain Lakes, NJ ♦ (973) 917-9311 ♦ Sullivan.KevinC@gmail.com

INFORMATION TECHNOLOGY PROFESSIONAL

Resourceful and versatile IT Professional experienced in all aspects of daily technical support for public and private sector entities. Hard-working and independent individual - self-funded college education.

CERTIFICATIONS AND TECHNICAL SKILLS

♦ AWS Certified Solutions Architect - Associate

♦ AWS Certified Cloud Practitioner

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|---------------------------|-----------------------|--------------------|
| • Project Management | • VOIP Systems | • Remote Support |
| • Desktop Support | • Skype for Business | • TCP/IP LANs |
| • Product Implementation | • HTML, CSS, Java | • Network Printers |
| • Purchasing, Procurement | • Security Compliance | • Group Policies |
| • Windows 7 & 10 OS | • Active Directory | • Asset Management |
| • Process Improvement | • Office 365 | • Customer Service |

PROFESSIONAL EXPERIENCE

SECURE INSIGHT, INC., Parsippany, NJ

Risk Analytics & Compliance Company for Financial Industry

Technical Analyst/AWS Solutions Consultant, Oct. 2018 – Present

Part of a team providing working knowledge of AWS Cloud resources to ensure developer success in building and launching internal applications on the AWS platform. Works closely with business managers to understand project scope, suggest alternatives and document each step of the design. Assists with the management of the AWS console, account creation, security policies and billing.

CEROS, INC., New York, NY

Tech Company specializing in Cloud Based Design SAAS

Technical Support Specialist, July 2018 to Sept. 2018 (Consultant)

Provided technical support for existing clients using the Ceros platform, worked closely with clients' IT, Development and Marketing Departments creating solutions for implementation, design, network issues, and software bugs. Assisted as sales engineer, created documentation for continued support.

SOCIETE' GENERALE, New York, NY

French Multinational Banking and Financial Services Company

Technical Support Specialist, Oct. 2017 to July 2018

Responsible for the ongoing maintenance and future planning needs of NYC and NJ employees' desktop environment, trained and mentored new hires, provided hardware/software support for traders, migrated users from Windows 7 to 10 with Skype telephony, co-handled purchasing and procurement for all IT equipment, ensured continued end-user technology security compliance, assisted in identifying business requirements and transformed them into technical solutions and technical documentation.

SECURE INSIGHT, INC., Parsippany, NJ

Risk Analytics & Compliance Company for Financial Industry

Technical Analyst/Risk Management Analyst, Jan. 2015 – Oct. 2017 (Full-time and Part-time)

Assisted the *Business Technical Analysts* with IT projects, network monitoring, help desk integrations. Managed onsite and remote user software to ensure quality and security levels of users due to highly confidential information, oversaw hardware purchases and installations.

MODEA CORPORATION, Blacksburg, VA

Strategic Application Consulting Firm

Digital Content Developer, May 2015 to Apr. 2016

Collaborated on teams to assist in the development and production of interactive mobile device/tablet emulators and simulator tutorials for the web across multiple platforms using photo editing software, screen capturing technology, digital production photography, XML, HTML, and CSS.

HOSPITAL CORPORATION OF AMERICA, Blacksburg, VA

LewisGale Montgomery Regional Hospital

Information Technology & System Administrator, Mar. 2014 to Apr. 2015

Recruited from Xerox as a direct employee. Provided hands-on support to entire hospital's desktop equipment, imaging equipment, VOIP Cisco phones, mobile devices, servers, MDF/IDF's, various medical devices and all software products; ensured mission critical hardware and software were operational 24x7x365; Managed active directory and group policies for all departments.

XEROX CORPORATION, LTD., Blacksburg, VA

DocuCare Technical Analyst, Sept. 2013 to Mar. 2014

Primary customer contact for all fleet management of over 180 printers, scanners and multi-functional devices, trouble-shot and performed preventative and corrective maintenance services to maximize equipment uptime and performance.

EDUCATION

Virginia Polytechnic Institute & State University, Blacksburg, VA

Bachelor of Science Sociology, Criminology

Cybersecurity concentration