Security Analyst with 3+ years of experience providing IT support, Azure cloud solutions, and web development for the City of Chicago. Skilled in optimizing systems, automating tasks, and creating user-friendly web applications. Strong problem-solving and teamwork abilities.

# Skills

# Cloud Engineering & Security: Azure AD/Entra, Azure Monitor, Landing Zones, Migrations | CrowdStrike, Dynatrace, Grafana, Prometheus, Incident Response & Mitigation | Python | PowerShell | Terraform

# Virtualization & Migration: Azure Migrate, Azure Site Recovery | Networking & System Administration: VPNs, ExpressRoute, Network Security, Cisco, Active Directory, SCCM

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Experience  
**Security Analyst**

Fulcrum Technologies  Chicago, IL [October 2024 – Present]

• Monitored and Triaged **300 security events** using Splunk, Sentinel, SNOW, investigated using crowdstrike EDR, defender and KQL

• Conducted deep-dive T2 tasks including using AnyRun for phishing analysis, Palo Alto for network analysis and Trellix for endpoint detection.

• Leveraged Wiz to improve cloud security posture in Azure and AWS, reported ansible false positives to tuning team by creating detailed report on the trigger

**Desktop Support Engineer**

City of Chicago: Public Safety Administration (SDI/SPSG) Chicago, IL [October 2023 – October 2024]

• Streamlined IT operations by developing PowerShell scripts to resolve image bugs and reduce profile deletion time by 90%. Achieved a 95% first-contact resolution rate for 300 support tickets using ServiceNow.

• Ensured system uptime for critical public safety operations by troubleshooting issues across applications, hardware, and networks. Leveraged tools like Active Directory, SCCM, and Linux to manage systems and data.

• Accelerated deployments by automating processes with Bash scripts, deploying 250 computers efficiently. This approach is adaptable to cloud environments like Azure.

**Application Support Analyst**

NNR Global Logistics Itasca, IL [October 2022 – June 2023]

• Increased warehouse efficiency by improving the ERP WMS, saving the City of Chicago an estimated $50,000 annually (bug fixes, 100+ new features, proactive sprint improvements).

• Reduced lost inventory by 30% with a new SKU labeling and scanning system.

• Improved system knowledge through data queries (SQL Server, Azure) and legacy code documentation (ASP.NET).

• Streamlined onboarding with training materials, reducing manpower needs.

• Enhanced development process using Figma/LucidChart for design and clear requirement presentations in Scrum meetings.

• Automated deployments with Octopus for efficient application updates after each sprint.

**Help Desk Technician**

Exclaim Inc *Arlington Heights, IL [August 2022 - October 2022]*

• Implemented Multi-Factor Authentication (MFA) for over 80 users, significantly strengthening security protocols within Microsoft 365.

• Deployed workstations and developed best practices documentation, including password policies and remote troubleshooting guides.

• Resolved over 150 hardware issues monthly (e.g., screen repairs, CPU replacements) while maintaining high customer satisfaction.

**DevOps Intern**

Samu LLC St. Louis, MO [February 2022 - April 2022]

• Provisioned and deployed a custom CRM on AWS using CloudFormation and GitLab CI/CD.

• Maintained Jira and Obsidian documentation for company technology and workflows.

• Created a React/Flask landing page hosted on AWS.

• Developed email and SMS campaigns to advertise company services on AWS.

**Education:**

**Bachelor of Science Cloud Computing Azure Specialty**

Western Governor’s University [February 2024 – Expected May 2025

**Certifications:**

• **ISC2**: Certified in Cybersecurity

• **Azure:** Fundamentals (AZ-900)| AI Fundamentals (AI 900) | Administrator Associate (AZ 104) | Developer • Associate (AZ 204)

• **Amazon Web Services (AWS):** Certified Cloud Practitioner

• **CompTIA**: A+ | Security+

• **Google**: Cybersecurity Certificate

• **SBT:** Security Blue Team Level 1

• **HashiCorp:** Terraform Associate (003)

**Projects:**

**Enterprise Azure Scalable Infrastructure with Automated Monitoring and Security**  
• Designed and implemented a secure, automated Azure cloud environment using Terraform and Azure DevOps.

• Configured Azure AD/Entra for identity management and set up Azure Landing Zones.

• Implemented comprehensive monitoring with Azure Monitor and Grafana, enhancing security with Azure • Security Center and Microsoft Defender.

[**Azure Sentinel SOC lab**](https://github.com/theFinalFlex/secondBrain/blob/main/Azure/Azure_SOC_LAB.md)

• Azure Sentinel Lab – Spun up Azure **sentinel**, created automated **playbooks** using logic apps, used **azure security center** to enforce policies, deployed virtual machines with proper **NSG** rules, implemented Azure **defender**, documented and generated reports.