First Name Last Name

City, State | xxx-xxx-xxx | Email@yahoo.com

# Education

## A.S. | UNIVERSITY OF PHOENIX

Major: Information Security & Assurance

## NEXgent

Major: Cyber Security Specialist

**CERTIFICATION**

CompTIA Security+

NexGenT Cyber Security Associate (NCSA) | NexGenT

NexGenT Cyber Security Professional (NCSP) | NexGenT

# Skills & Abilities

* Excellent Interpersonal Skills
* Prioritization & Problem Solving
* AWS/Azure/Azure Active Directory
* IAM(Identity access management)
* Organized & Resourceful
* Attention to Detail
* Encryption/PKI
* Network Systems Management
* Management, Oversight & Accountability
* Time Management
* Developing Security Plans
* Erecting Firewalls
* Risk Assessments
* ServiceNow/Zendesk
* Data Management and Security
* Network Security Access
* Designing Security Controls
* PowerShell
* Cyber Security Training
* Software Deployment
* Intrusion Test Oversight
* Flexibility & Adaptability
* Computer Software Proficiency
* Microsoft Office 365/ Salesforce
* Multitasking
* Implementing Security Programs

# Experience

## TECHNICAL SUPPORT PROVISIONING SPECIALIST | Integrated Health Systems | sep. 2021 – present

* Provides technical support to external customers, troubleshooting system network errors, and timely resolution to customers' questions or concerns.
* Maintains the safety and security of internal systems by monitoring computer networks, system security, and performance.
* Performs network security audits and analyses to develop and implement safeguards to protect network and files from risk and exposure of unauthorized modification, destruction, and other breaches.
* Partners with training and development to develop and deliver security awareness training.
* Reviews internal network security violations, coaches' violators, and maintains an internal database of infractions to track and identify trends.
* Monitors the use of data files and enforces access control to safeguard files.

## IT SUPPORT | RYDER | NOV. 2016 – DEC. 2019

* Provided IT support to customers and responded to help desk requests from internal and external customers, tracking trends and creating self-help and quick fixes.
* Monitored application processes and maintained the upkeep and readiness of Java applications.
* Delivered front and back-end support, including installations, network configurations, VPN support, network monitoring, and Hosting environment management.
* Created technical and business requirement documents
* Partnered with IT groups to manage the development and delivery of technical solutions for customers.
* Processed requests for system access, clearance, and terminations.
* Monitored applications, user and group account access, and flagged potential risks.
* Diagnosed, troubleshot, and resolved system and network issues across multiple platforms.

## CUSTOMER SERVICE CLAIMS AUTHORIZER | FIDELITY NATIONAL HOME WARRANTY | FEB. 2016 – NOV. 2016

* Investigated and evaluated claims by interviewing policyholders, claimant carriers, and other related sources to determine the company's liability.
* Reviewed all requests for claims and denials and ensured deficiencies were flagged correctly.
* Determined liability decisions according to companies' policies and approved payment of claims.
* Modified and recorded all claims in adherence to departmental standards in compliance with appropriate laws and policy provisions.
* Coordinated the collection of warranty claim parts to be shipped back to the manufacturer.
* Performed accounts receivable, including posting payments, reconciling credits or debits, and resolving any payment discrepancies.
* Documented and informed policyholders regarding reasons for denial or approval of claims in agreement with policy terms and cited policy terminology to the correct parties.
* Maintained an in-depth understanding of insurance policies and claims procedures.

## FIELDS SERVICES LOCATIONS ADMINISTRATOR | RYDER INTEGRATED LOGISTICS | JUL. 2014 – JAN. 2016

* Shipped and received computer hardware parts daily while ensuring proper inventory.
* Monitored and audited subordinate's performance, quality, and regulatory compliance and identified opportunities for improvement.
* Partnered closely with IT Application teams, Field Operations, billing, and other departments to provide customers with the information they request or solve IT problems that arise within a customer account on a day-to-day basis.
* Spearheaded effectiveness campaigns by evaluating risks associated with data processing systems by administering test executions, then tracking and documenting performance.
* Monitored trends and breaches then used data to develop standard operating procedures and departmental best practices.
* Led strategic communication efforts addressing security emergencies and implementing policies, procedures, and tests to address emergencies.