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XXXXXXXXX | XXXXXXXX@XXXXX

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## ASSOCIATE ENTERPRISE MONITORING ANALYST

### Professional Summary

IT professional with over five years' experience in both military and corporate network operations environments with a background encompassing a wide variety of technologies including radio frequency communications, cryptography, and network communications. Possesses excellent time management skills in high pressure situations and the ability to adapt and learn quickly in the dynamic workplace.

### Experience

XXXXXXXXXX

July 2014 – Present

*Associate Enterprise Monitoring Analyst/Computer Ops Intern*

Create, document, and assign incident tickets to Tier 2 support teams involving issues with the corporate network, mainframe, and client server applications. Provide monitoring services for 6 businesses, international sites, and 800 remote field offices.

- ✓ First responder for afterhours network support using basic troubleshooting procedures, ping and traceroute, and initiating trouble tickets with service providers to escalate issues and determine reasons for outages.
- ✓ Handle daily tape operations for mainframe and distributed systems by preparing media for offsite storage and receiving media for local system use.
- ✓ Facilitate physical security tasks and activities associated with the corporate data center, allowing access to Assurant technical support teams and vendors.

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March 2014 - July 2014

*Physical Merchandiser*

Supported the design and display of showroom merchandise. Responsible for the zone placement accuracy, end of year, and show room inventories. Executed the accurate receiving and transferring of bi-weekly merchandise deliveries.

**United States Navy**

September 2008 – September 2013

*Information Systems Technician*

Supervised a team of 8 sailors and was accountable for all enterprise communications onboard the USS Abraham Lincoln, to include monitoring and troubleshooting of radio frequency communications circuits, video teleconferencing, voice over IP services, and IP data links.

- ✓ Implemented access control lists to provide security and network connectivity for internal and off ship email servers, voice over IP, and other critical network services.
- ✓ Administered the divisional Comsec account and was responsible for the inventory and operation of over 250 pieces of cryptographic equipment
- ✓ Managed Super High Frequency (SHF) and Extra High Frequency (EHF) satellite communication WAN links to provide internet connectivity for 5000 users.
- ✓ Performed basic account management within Active Directory.

### Education

**Western Governors University**

September 2017 (expected)

*Bachelor of Science — Information Technology*

### Certifications

**Cisco**

- ✓ Cisco Certified Entry Networking Technician (CCENT)

**CompTIA**

- ✓ Network+
- ✓ Security+