

ASHLEY KEWLEY

Queens, NY / Phone: 718-415-5168/ ashleykewley@gmail.com

ITIL | IT SERVICE MANAGEMENT | INFORMATION SECURITY

Resourceful IT management professional with over 5 years of combined experience in information security, IT service management, and IT support management. Brings an understanding of security frameworks, such as ISO 27001, NIST 800-53, HIPAA/HITECH, and PCI DSS. Fundamental knowledge of networking, including TCP/IP protocols and network topology. Demonstrated experience evaluating policies and procedures, making recommendations that lead to the improvement of IT enterprise solutions.

- Excellent oral and written communication skills and interpersonal skills.
- Strong analytical skills, including the ability to collect, extract, synthesize, and summarize applicable data, perform root cause analysis, and implement recommended scalable solutions.
- Proven ability to quickly assess issues and challenges, utilize applicable data and innovative methodologies, and develop solutions in the best interest of long-term gain for the client/customer.
- Extensive experience in developing and nurturing relationships through collaborative engagements with executive leadership, operations management, peers, and clients.

CERTIFICATIONS

CompTIA A+, Net+, Security+, Project+
ITIL Foundational Certified, ECIH
SSCP (Systems Security Certified Professional)

TECHNICAL SKILLS

Active Directory fundamentals; DHCP and DNS Server; 802.11/ PAN/LAN/ design, configuration, and troubleshooting; Remote Desktop assistance; VPN, NAT, PAT, and VLAN configuration, Windows 8/7/10; Windows image deployment through PXE and GimageX; Android OS expert user; MS Office 365 Administration, MacOS; Google Apps; MS Server 2019; VMware Workstation; Cisco Meraki Mobile Device Management, Active Directory, Citrix, Antivirus, McAfee, Sophos, Trend, Zoom, Data encryption, backups, recovery, cleanups, and images; Mobile Device troubleshooting; PC/Laptop maintenance; Network Printer troubleshooting; A/V systems; Networking Cable management

PROFESSIONAL EXPERIENCE

IT SYSTEMS ANALYST

Hotwire Global Communications

2018-Present

Managed the installation, maintenance, and capacity planning for computing and network infrastructure. Diagnose, troubleshoot, and resolve desktop, hardware, and software-related issues (pcs, laptops, monitors, printers, peripherals, headsets, Mitel phones, mobile devices, VPN, and software applications). Ensured the quality of systems operations by communicating with all systems users while offering assistance and direction as needed. Brings an understanding of cybersecurity principles and domains, vulnerability management, risk management, and enterprise support.

- Design, manage, deploy, and support the hardware, software, virtual lab infrastructure; test and document all product Offerings.
- Secured all network connected devices using Sophos antivirus.
- Identity and access management, Asset management.
- Resolve both internal and external customer support requests utilizing remote access tools available.
- Monitor and adjust OS image and software configuration parameters to maximize end-user efficiency and enhance software performance.
- Perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention.
- Supported internal server upgrades, Migration from SharePoint to Egnyte file sharing, companywide MFA roll out using Azure.
- Secured and monitored company devices using Sophos antivirus
- Guide building and maturing information security programs and implementing tools and technologies used for enterprise security.
- Evaluate client needs, coordinate design for a solution, and communicate the value proposition of complex and highly technical subjects. Implement and assess existing security controls.

TECHNICAL SUPPORT SPECIALIST

AlticeUSA

2017

Provided timely attention to all Remedy helpdesk requests. Assessed the validity of the requests as they arrived by phone or helpdesk ticket. Ensured the details within the ticket were complete and the impact and criticality of the issue were correctly assessed.

- Maintained, troubleshoot, upgraded, or replaced hardware and application software to meet business needs.
- Remotely assisted end users with installation and administration of McAfee antivirus.
- Promptly and properly escalate unresolved issues, including complete problem descriptions, documentation of all actions performed, and other pertinent details to the next level of support.

FREELANCE TECHNICAL SUPPORT SPECIALIST

Various Agencies

2010-2017

Utilized multiple forms of communication to expedite filings, reports, spreadsheets, agendas, departmental special events, and special projects as assigned. Partnered with IT teams to diagnose and resolve hardware/software issues on PC workstations, Macs, mobile devices, desktop phones, and peripherals.

- Worked on a wide range of projects to address the organization's needs, including setting up workstations for employees, enterprise software installation, deleting inactive server profiles, and installing Windows 10
- Addressed vulnerabilities for over 100 workstations by updating Windows and patching enterprise software.
- Maintained, installed, and serviced the company's LANs, WANs, and wireless network, including routers, switches, and other network equipment.
- Assisted end users in Microsoft Exchange, Active Directory, VMWare, and other hardware/software requests.

EDUCATION

Western Governors University

Bachelor of Science Cybersecurity and Information Assurance

Per Scholas, Bronx, NY

Computer Technician Training - A comprehensive IT curriculum incorporating a unique combination of formal instruction and hands-on activities in a real-world working environment

TECHNICAL SKILLS

Information/Cyber Security, Vulnerability Assessment, Firewalls/Network Security, Code/User Guide Writing, Virtual Private Networks, Infrastructure Management, Risk Assessment/Reduction, Intrusion Detection Systems, Data Analysis/Security, Incident Management, Workflow Analysis, Data Flow Diagrams, Complex Problem Solving, Project Management, Project Management, Vendor Management, Integration, Business Analysis, IT Strategy, Process Improvement, Disaster Recovery, Business Continuity, Enterprise IT Strategy & Development, Customer Service, Business Relationship Management, Process Improvement, Agile Development, Business Management, SDLC