EVELYN WHITE

Information Technology Analyst

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PROFESSIONAL SUMMARY

Transformative IT Analyst with a decade of extensive experience in system optimization, user support, and data analysis. Adept at diagnosing technical challenges and implementing innovative solutions that enhance operational efficiency. Driven to harness technology to facilitate strategic improvements and foster collaborative environments.

WORK EXPERIENCE

Information Technology Analyst

📅 Jun / 2019-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Conduct comprehensive vulnerability assessments using tools like Nessus and MVM to identify and remediate security risks.
2. Coordinate with cross-functional teams to ensure timely patching of vulnerabilities and system upgrades.
3. Develop security policies based on NIST standards, enhancing corporate compliance and safety protocols.
4. Generate detailed metric reports for management, providing insights into system performance and security posture.
5. Utilize Wireshark for network monitoring to diagnose and resolve connectivity issues efficiently.
6. Train and mentor offshore teams on best practices in network monitoring and incident response.
7. Identify and troubleshoot data flow issues within security environments to maintain operational integrity.

Information Technology Analyst

📅 Jun / 2015-Jun / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Provide Windows platform support under ITIL service desk protocols, ensuring high-quality user experience.
2. Manage mobile device activation and configuration using MDM management tools.
3. Utilize ETL tools like Informatica Power Center for data integration and reporting tasks.
4. Conduct performance tuning and optimization for applications, improving system efficiency.
5. Automate data loading processes, achieving a 40% reduction in manual effort and improving data accuracy.

EDUCATION

Bachelor of Science in Information Technology

📅 Jun / 2012-Jun / 2015

University of California

📍 Phoenix, AZ

Focused on systems analysis, database management, and network security.

SKILLS

Network Security Management	Risk Assessment and Mitigation	Authentication and Access Control	Cloud Computing
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ACHIEVEMENTS

⭐ Streamlined IT processes, reducing response time to user support requests by 30%.

⭐ Implemented a new ticketing system, improving issue resolution rates by over 40%.