



# HENRY WALKER

Infrastructure Analyst

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## PROFESSIONAL SUMMARY

Infrastructure Analyst with 5 years of experience in optimizing IT infrastructures and enhancing system reliability. Expertise in network administration, security implementation, and incident resolution. Proven ability to improve operational efficiency and support complex environments, driving success through innovative solutions.

## WORK EXPERIENCE

**Infrastructure Analyst** 📅 Feb / 2021-Ongoing  
**Pineapple Enterprises** 📍 Santa Monica, CA

1. Documented infrastructure processes and procedures for compliance and training.
2. Maintains and supports global hardware standards, ensuring compliance with security controls and procedures.
3. Troubleshoots and resolves various technical issues, improving system uptime and reliability.
4. Delivers support for approved applications and services, ensuring seamless operation.
5. Manages mobile device support, providing assistance for smartphones and tablets.
6. Adheres to established SLAs and metrics using ServiceNow for effective call management.
7. Assists in identifying and documenting remediation activities, contributing to continuous improvement efforts.

**Infrastructure Analyst** 📅 Feb / 2020-Feb / 2021  
**Silver Lake Enterprises** 📍 Seattle, WA

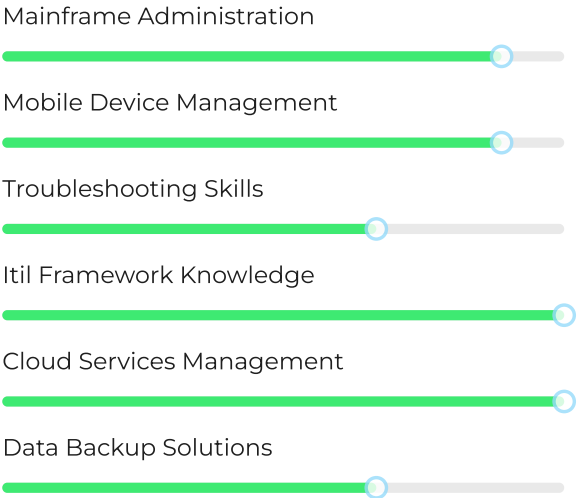
1. Provided automation services for DHS FFMS MVS zOS mainframe systems, significantly enhancing operational efficiency.
2. Converted automation processes to CA-OPS/MVS, streamlining workflows and improving response times.
3. Integrated mainframe problem notifications into HP Operations Management, optimizing operations management.
4. Focused on improving efficiency in a distributed mainframe environment servicing over 190 LPARs.
5. Implemented customer-requested automation solutions, enhancing service delivery and performance.
6. Conducted Disaster Recovery (DR) drills and security audits, ensuring compliance with best practices.

## EDUCATION

**Bachelor of Science in Information Technology** 📅 Feb / 2019 - Feb / 2020  
**University of Technology** 📍 Seattle, WA

Focused on network administration, security protocols, and system management.

## SKILLS



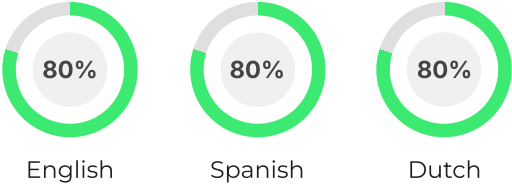
## INTERESTS

- 🎧 Podcasts      🌐 Language Learning  
🎵 Dancing      🚴 Cycling

## STRENGTHS

- 🔧 Intuition      👥 Leadership  
🎧 Listening      👤 Mentorship

## LANGUAGES



## ACHIEVEMENTS

- ★ Streamlined network performance, reducing downtime by 30% through proactive monitoring and maintenance.
- ★ Implemented security protocols that decreased unauthorized access incidents by 40% within one year.