**Danny Naum**

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**IT Specialist**

A results-driven IT Specialist with a strong technical skillset. Experience in networking, troubleshooting, and cabling. Skilled in working with multiple programming languages and utilizing troubleshooting and problem-solving skills to solve technical issues. Bilingual, with excellent verbal and written communication skills.

**Technical Skills**

**Networking**: routers, switches, cables, adapters, protocols, and troubleshooting

**Security:** Security protocols, CIA Triad, Ethical Hacking Tools, Information Gathering tools, Viruses, Network monitoring tools

**Operating Systems:** Linux (Kale, Ubuntu), Windows server, Windows Client, Mac

**Languages**: Java, Python, SQL

**Applications**: Android Studio, Adobe Photoshop, Adobe Premiere

**Productivity Suites:** Microsoft office, Google Suite

**Ticketing Systems:** Service Now, Cherwell, KACE

**Web Development:** WordPress**,** Html, CSS, and Bootstrap

**Education**

**MS-Cyber Security,** Southern New Hampshire University Graduated

* GPA 3.9
* Coursework: Cyberlaw and Ethics, Network Assessment & Defense, Human Factors in Security.

**BS-Information Technology,** Oakland University, Rochester, MI Graduated

**Professional Experience**

**IT Specialist**,The Professional Group, Detroit, MI Nov 2022 - Present

* Successfully installed, upgraded, configured, maintained, and troubleshooted end-user hardware and software, ensuring uninterrupted productivity and minimizing downtime.
* Proactively analyzed, diagnosed, and resolved complex PC, tablet, mobile device, and printer problems for end-users, providing timely and effective solutions both onsite and remotely.
* Demonstrated expertise in current technologies, application development, and application integration, staying at the forefront of industry advancements and utilizing this knowledge to enhance systems and processes.
* Skillfully utilized the KACE ticketing system to meticulously track, manage, and expedite incident resolution, consistently handling an average workload of 25 tickets per day and ensuring efficient resolution to maintain high levels of customer satisfaction.
* Monitored all connected devices using the KACE ticketing system, efficiently managing device status, IP addresses, operating systems, and service tags to ensure optimal network performance.
* Successfully set up and repaired network and security components, including cameras, TVs, access points, switches, Ethernet cables, and network adapters, contributing to a secure and reliable network infrastructure.
* Actively educated coworkers about network security and implemented best practices for computer usage, fostering a culture of awareness and ensuring the protection of sensitive data.
* Demonstrated responsibility in creating company badges, ensuring accurate identification and access control measures were in place.
* Effectively set up user accounts and workstations in preparation for onboarding new hires, streamlining the onboarding process and ensuring a smooth transition for employees.
* Maintained effective communication channels through written, verbal, and in-person interactions with employees at all levels and regions of the company, fostering strong relationships and delivering exceptional customer service.

**IT Service Desk Professional SDP**, General Dynamics Land System, Sterling Heights, MI Sep 2021 – Sep 2022

• Delivered exceptional technical assistance to customers as the initial point of contact via phone and email, ensuring prompt and effective troubleshooting.

• Conducted remote troubleshooting using Skype and Bomgar tools, guiding customers through the problem-solving process for seamless issue resolution.

• Addressed VPN connection issues, including Cisco AnyConnect and Citrix Gateway, providing efficient resolution to ensure uninterrupted network access.

• Expertly handled password reset requests for various services and portal websites, ensuring timely access restoration for users.

• Resolved network connectivity issues encompassing routers, Ethernet, docking stations, VDI, and Remote Desktop connections, minimizing downtime and optimizing network performance.

• Implemented two-factor authentication measures, including MFA and RSA, to enhance user security and access control.

•Utilized the Cherwell ticketing system to retrieve user information and meticulously document troubleshooting steps, ensuring accurate tracking and efficient incident resolution.

**IT Data Center Technician***,* EdgeConnex, Southfield, MI (Contract) Oct 2020 – Jan 2021

• Installed new equipment and cables, including switches, hard drives, memory, SFPs, power cords, Cat 5e and 6, ensuring reliable data center infrastructure.

• Performed cable installations, including placement, termination, testing, labeling, and meticulous documentation.

• Utilized the EdgeConnex ticketing system to efficiently receive and address customer issues related to the Data Center.

• Utilized Microsoft Office suite (Word, Excel, and Outlook) to document and manage customer emails and tickets.

• Tracked, traced, and updated the status of incoming and outgoing shipments, ensuring accurate inventory management.

• Utilized Virtual Guard software for IT security check-ins to ensure controlled access for customers.

**IT Service Desk Technician***,* Stefanini, Southfield, MI May 2019 – Feb 2020

• Provided professional end-user support via telephone, email, and web form requests, delivering high-quality assistance.

• Promptly responded to end-user problems following standardized procedures for efficient issue resolution.

• Utilized Active Directory to reset passwords, unlock accounts, and enable user accounts, ensuring smooth user access. • Troubleshot Citrix to facilitate client devices' connection to various desktop virtualization services, ensuring seamless user experience.

• Utilized the Service-Now ticketing system to access user information and diligently document troubleshooting steps.

• Conducted remote troubleshooting using the LogMeIn service, ensuring effective and efficient issue resolution.