**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 cybersecurity tools 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 (Cat5e/6), adapters, VLANs, VPNs (Cisco AnyConnect, Citrix, Fortinet, Unifi, PaloAlto), protocols, PXE boot, Ethernet cable creation, network troubleshooting **Security:** Firewalls (Fortinet, PFSense, Sophos, Arista), Security protocols, CIA Triad, Ethical hacking tools, Information gathering tools, AV, network monitoring (UniFi, Fortress, KACE, NetData), EDR/XDR (CrowdStrike, Sophos), SIEM (Wazuh), vulnerability scanning (Rapid7), MFA, RSA, compliance (Entra ID) **Operating Systems:** Windows Server (2016–2022), Windows 10/11, Linux (Kali, Ubuntu), macOS
**Languages:** Python, SQL, basic PowerShell **Cloud & Productivity Suites:** Microsoft 365, Google Workspace, Microsoft Intune, Azure **Ticketing Systems:** ServiceNow, Cherwell, KACE, EdgeConnex **Web Development:** WordPress, Wix, HTML, CSS, Bootstrap **Tools & Utilities:** SCCM, RADMIN, Bomgar, LogMeIn, PuTTY, Skype, Remote Desktop, Active Directory, Citrix Workspace,
VMware, Wireshark, Nessus, TeamViewer, AnyDesk, Hyper-V

**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**

**On-Site IT Support Analyst 2/3,** Fori Automation, Shelby Township, Mi July 2024 Currently

**Technical Support & Troubleshooting**

* Delivered comprehensive end-user support, resolving complex hardware and software issues to minimize downtime and maintain business continuity.
* Conducted remote troubleshooting via RADMIN, SCCM, and Fortress, ensuring timely issue resolution across distributed endpoints.
* Set up and maintained workstations for end users, addressing technical issues end-to-end, including network connectivity and peripheral setup.
* Performed PC imaging using PXE boot to deploy standardized system configurations across devices.
* Created custom Ethernet cables and performed on-site troubleshooting as needed, ensuring optimal network performance.

**System Administration & Infrastructure Management**

* Administered Active Directory and SCCM for user access control, system configurations, and software deployment.
* Managed Microsoft Intune for Mobile Device Management (MDM), ensuring compliance, security policies, and device lifecycle management.
* Oversaw the functionality and configuration of Microsoft 365 applications, supporting seamless user productivity.
* Maintained server room infrastructure, including hardware replacement, cable management, and device access using PuTTY for basic command-line operations.

**Security & Compliance**

* Monitored endpoint health using CrowdStrike EDR/XDR, verifying agent deployment and investigating endpoint security posture.
* Conducted vulnerability assessments through Rapid7 InsightVM, ensuring agent installation, analyzing reports, and tracking remediation efforts.
* Utilized Fortress monitoring tool for real-time system visibility, tracking system performance, and identifying anomalies across devices.
* Leveraged Azure for identity and resource management; used Microsoft Entra for device compliance checks, re-joining systems to Entra ID, and user authentication status verification.
* Promoted cybersecurity awareness through user training and enforced security best practices across the organization.

**Documentation & Vendor Coordination**

* Utilized ServiceNow as the primary ITSM tool for ticketing, incident tracking, and workflow documentation, ensuring efficient resolution and accountability.
* Managed hardware and software vendor relationships for procurement, warranty support, and inventory management

**IT Specialist**,The Professional Group, Detroit, MI Nov 2022 – Oct 2024

**Cybersecurity & Compliance**

* Educated coworkers on network security best practices, fostering a culture of awareness to protect sensitive data.
* Monitored network performance using read access to switches and access points (UniFi Ubiquiti) to verify functionality and reviewed logs on the Fortinet firewall for security integrity.

**Network Administration**

* Set up and repaired network and security components, including cameras, TVs, access points, and switches, contributing to a secure and reliable network infrastructure.
* Administered the Verizon portal, managing phones, tablets, and MiFi devices, including upgrades, number changes, call forwarding, and inventory management to ensure optimal device performance.
* Monitored all connected devices via the KACE system, managing device status, IP addresses, operating systems, and service tags to ensure optimal network performance.

**Technical Support & Troubleshooting**

* Proactively analyzed, diagnosed, and resolved complex PC, tablet, mobile device, and printer issues for end-users, achieving a 95% first-contact resolution rate.
* Utilized the KACE ticketing system to track and manage an average of 25 incidents per day, expediting resolution and maintaining high levels of customer satisfaction.

**User Management & Administration**

* Set up user accounts and workstations for onboarding new hires, streamlining the process and ensuring a smooth transition.
* Managed the Google Admin Portal, creating and configuring Gmail accounts, overseeing user groups, and enrolling devices in Mobile Device Management (MDM) to enhance security.
* Administered Active Directory by creating user accounts for new hires, assigning users to appropriate groups, resetting passwords, and unlocking accounts.

**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.