

JOSHUA PORRATA
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Summary

I am an enterprise I.T. operations professional with over 8 years of experience as an analyst in the Energy, Telecom, Pharma and Financial sectors. Over my professional career I have demonstrated skill in supporting operations across the globe in demanding 24/7 environments.

Highlighted Skills

- Microsoft Active Directory
- Technical Support
- Troubleshooting
- Microsoft Windows
- Technical Operations
- Access Control
- SCCM
- Access Administration.
- Process Improvement
- Cyber Security
- Powershell Scripting
- Global Operations Support
- Quality Assurance
- Network Administration

Professional Experience

BLUE STAFF INC

Staff Augmentation Order Analyst

02/2017 – 04/2017

- Served as the primary point of contact between project owners, vendors and I.T. application services with the goal of providing high quality resources to augment existing I.T. staff at Johnson and Johnson Inc.
- Led the creation of formal service orders and statements of work.
- Partnered with service owners and project team stakeholders to provide operational support in the planning and delivery of services offered by I.T. Application Services.
- Performed high level requirements assessments in collaboration with project owners.
- Managed resource on-boarding In coordination with resource management teams and project owners.
- Reviewed, amended and approved service contracts with vendor partners.
- Reviewed monthly invoices and ensured compliance with service contracts.

JP MORGAN CHASE INC.

Technical Operations Analyst

03/2014 – 04/2015

- Delivered streamlined and consistent solutions supporting JPMorgan Chase's Controls, Compliance, Legal, HR and IT Risk agendas.
- Developed tools for use in global file share security remediation efforts.

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- Performed global file share security remediation using Microsoft Active Directory and in-house tools.
- Gathered, categorized and collated recent and historical access information on unstructured data and objects for use in global file share security remediation.
- Controlled user privilege/emergency access and ensured these activities were monitored and approved.
- Performed security and change control tasks in compliance with IT Control Policies.
- Appropriately identified, documented, highlighted and made actionable plans to address any potential risks.
- Leveraged knowledge of Powershell and Microsoft Active Directory to develop quality assurance applications used to highlight potential access control risks.
- Created test environments for UAT purposes.
- Worked as an ongoing point of contact and subject matter expert for stakeholders within JP Morgan Chase lines of business.
- Utilized continuous improvement models to enhance efficiency.
- Wrote standard operating procedure documentation.

SAVVIS A CENTURYLINK COMPANY

IT Support Analyst

02/2010 – 12/2013

- Focused on the unique needs of our energy sector customer.
- Provided level 1 and 2 desktop and mobile device support for over 10,000 users in the Missouri and Illinois region.
- Utilized SCCM to deploy software to client devices while ensuring license requirements were met.
- Resolved issues with TCP/IP and VPN connectivity problems.
- Resolved issues on both Citrix Metaframe applications and Citrix XenDesktops.
- Created, removed and maintained user accounts through Active Directory.
- Provisioned group membership to add/remove/modify application and directory access.
- Followed standard operating procedure while terminating/retiring/reinstating high priority user accounts.
- Utilized analytical skills when diagnosing hardware, software and connectivity problems across the IT landscape.
- Documented all work completed within the Remedy ticketing system (Also worked within the CA Service Desk system).
- Updated inventory records when changes were made by the Helpdesk.
- Created and maintained Knowledge base articles and Technical Documentation for the Help Desk.
- Conducted training of new IT staff members.
- Answered questions as a subject matter expert for multiple systems.
- Interfaced with other IT groups during times of crisis.
- Functioned as a member of a 10 person team to ensure the timely completion of work assigned in multiple queues
- Over our 8 year tenure, my team received multiple awards for service excellence.

LOCAL BEAUTY TAMPA BAY

Photographer and Blogger

04/2015 – Present

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- Launched a nature blog named Local Beauty Tampa Bay with a focus on the natural beauty found in and around Tampa Bay.
- Captured and edited photographs of flora, fauna and landscapes from multiple artists.
- Performed background research on flora and fauna and locations that had been selected for publication.
- Created and posted short articles with the intention of edifying our readers regarding the natural world and encouraging readers to go outside and capture their own photos and visit public parks.
- Drove traffic to our social media accounts by appealing to a range of readers who might be interested in my blog's subject.

Education

Microsoft Network Administration
Hillsborough Community College
Tampa, FL