

Rodney Noel Lemon, Jr.

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PROFILE SUMMARY

Dynamic and results-driven IT professional with extensive experience implementing and managing information technology programs and cyber security solutions. Adept at identifying vulnerabilities, mitigating risks, and enhancing security protocols to safeguard organizational assets. Proven ability to lead cross-functional teams, streamline operations, and deliver robust IT and security solutions. Recognized for strong problem-solving, strategic thinking, and excellent communication skills. Committed to delivering high-quality results in fast-paced environments while driving innovation and continuous improvement

CORE COMPETENCIES

- Cybersecurity Tools: Splunk, DUO Admin, JAMF, Maas360, ServiceNow
- Technical Skills: Python, PHP/MySQL, VMware, Citrix Cloud, AD/GPO, Network Monitoring, Meraki
- Security Protocols: Risk Analysis & Mitigation, Incident Response, Threat Monitoring
- Software Proficiency: Adobe Administration, NetBeans Java
- Other Skills: Hardware Configuration, Analytical Problem-Solving, IT Policies & Procedures

PROFESSIONAL EXPERIENCE

Service Desk Manager Pruitthealth - Norcross, GA

Jul 2022 - Present

- Lead a team of Level 1 technicians, providing training, mentorship, and daily operational support.
- Manage and resolve emerging issues by tracking, documenting, and analyzing trends.
- Collaborate with vendors, internal teams, and executive leadership to ensure efficient issue resolution and project success
- Administer mobile device management (MDM) fixes and updates using JAMF.
- Troubleshoot and reimage hardware, including 10Zig thin and zero clients, ensuring optimal performance.
- Create and maintain print queues using Print Management tools

Service Desk Technician Pruitthealth - Norcross, GA

Aug 2021 - Jul 2022

- Delivered exceptional first-line support for end-users, addressing technical issues with professionalism and efficiency.
- Analyzed and prioritized high-call-volume incidents, ensuring compliance with SLAs.
- Provided Level 1-3 desktop support, resolving technical issues via remote and on-site assistance.
- Developed comprehensive documentation, includes troubleshooting guides and statistical reports.
- Acted as a central point of contact for IT-related issues, facilitating seamless communication and issue resolution.

IT Support Technician

Jan 2020 - Aug 2021

Jinny Beauty Supply - Doraville, GA

- Diagnosed and resolved hardware, software, and network issues to minimize downtime.
- Implemented and enforced IT policies and security protocols to maintain data integrity.
- Conducted training sessions for staff on new technologies and processes, enhancing team efficiency.
- Utilized remote access tools to troubleshoot and resolve technical issues promptly.
- Created and executed IT projects, improving departmental standards and operational performance

IT Helpdesk Analysts**May 2019 - Jan 2020****PCM Inc. - Roswell, GA**

- Served as the point of contact to end-users for information technology-related issues. Assisted the Service Desk Manager with reporting and analysis.
- Attended customer requests through telephone, walkups, or email to offer creative solutions to users' computer issues.
- Provided Desktop support Level 1 and Level 2. Desktop Technician Level 1 assistant.
- Conveyed service request status and resolution time by communicating with end-users.
- Determined problems and escalated processes to resolve customer satisfaction issues.

Customer Service Representative**Jan 2017 - May 2019****Alorica, Inc. - Kennesaw, GA**

- Earned a reputation for swiftly identifying and resolving potential customer-facing problems and discrepancies, significantly boosting customer satisfaction and loyalty.
- Developed and implemented key policies and procedures in customer service departments to boost productivity and enhance team morale.
- Successfully ensured top-flight customer service and satisfaction while driving staff training and development and team motivation.
- Tracked call-related information for auditing and reporting purposes. Troubleshoots hardware and software issues.

Internship, Academic Technology Help Desk**May 2015 - Aug 2015****Hampton University - Hampton, VA**

Performed Several Roles as a Phone Technician, Junior PC Lab Technician, Field PC Technician, Senior PC Technician, and Help Desk Support Coordinator.

Project Highlights

- **Network Monitoring & Security Implementation:** Designed implementation: Designed and implemented network monitoring protocols, identifying and mitigating security vulnerabilities to enhance organizational security posture.
- **Risk Analysis & Mitigation:** Conducted comprehensive risk assessment, resulting in a 30% reduction in potential security breaches.
- **Cross-functional team Leadership:** Led a cross-functional team to execute IT projects, improving system performance and reliability.

EDUCATION

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- Southern New Hampshire University | MS Cybersecurity
 - Fort Valley State University | BS Computer Science

Dec 2021**Dec 2016**