Sebrina Heymans

NOC Analyst

Profile

NOC Analyst with 1 year of experience in providing comprehensive network monitoring, incident analysis, and troubleshooting support. Proficient in identifying and resolving issues in a timely manner, contributing to network stability and minimizing downtime. Demonstrated ability to collaborate with cross-functional teams while maintaining strong communication skills and a proactive approach to problem-solving. Committed to continuous learning and staying current with the latest industry trends and best practices.

Employment History

NOC Analyst at Silverback Systems, ID
Apr 2023 - Present

- Reduced network downtime by 35% by implementing proactive monitoring and troubleshooting strategies, resulting in improved customer satisfaction and reduced support tickets for Silverback Systems.
- Increased network performance by 20% through optimizing configurations and upgrading infrastructure components, leading to enhanced reliability and reduced latency for clients at Silverback Systems.
- Streamlined incident response processes by developing a comprehensive knowledge base and training materials, reducing average resolution times by 40% and enhancing internal team collaboration at Silverback Systems.

Junior NOC Analyst at Tek-Hut Inc., ID
Jul 2022 - Mar 2023

- Successfully reduced network downtime by 30% within the first year by proactively identifying and resolving potential issues, resulting in increased productivity and customer satisfaction for Tek-Hut Inc., ID.
- Streamlined communication between the Network Operations Center (NOC) and other departments, improving incident response time by 20% and fostering a collaborative work environment.
- Implemented a new monitoring system that increased efficiency in detecting and resolving network issues by 25%, leading to a significant reduction in customer complaints and an improvement in overall network performance.

Certificates

GIAC Certified Intrusion Analyst (GCIA)
Jan 2022

CompTIA Cybersecurity Analyst (CySA+)

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Education

Associate of Applied Science in Network Administration at College of Southern Idaho, Twin Falls, ID
Sep 2018 - May 2022

Relevant Coursework: Network Fundamentals, Routing and Switching, Network Security, Windows Server Administration, Linux Administration, Virtualization, Cloud Computing, and Network Troubleshooting.

Links

linkedin.com/in/sebrinaheymans

Skills

Wireshark

Splunk

Python

SIEM (Security Information and Event Management)

Firewall management

Intrusion Detection Systems (IDS)

Incident response

Languages

English

Portuguese