

Alexander Paul Collins

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Summary

IT Security Analyst with 5+ years of experience in cybersecurity, network support, and enterprise environments. Skilled in incident response, vulnerability management, and access control across large-scale systems. Proven ability to detect threats, coordinate remediation, and support secure infrastructure operations. Experienced with ServiceNow, SQL, and Power BI. Holds CompTIA Security+, Network+, CCNA, and A+ certifications.

Education

B.S. Information Technology	North Carolina State University, 2022
A.S. Computer Information Systems	Central Piedmont Community College, 2020
High School Diploma	Parkwood High School, 2018

Certificates

CompTIA A+
CompTIA Network+
CompTIA Security +
Cisco CCNA

Extracurricular

Volunteer - Waxhaw Volunteer Fire Department **06/2022 - Present**

Experience

Duke Energy | Remote **03/2025 - 04/2026**

I.T. Security Analyst

- Monitored network traffic and security alerts to detect and respond to potential threats in real time.
- Managed and triaged security incidents using ServiceNow, ensuring timely resolution and proper documentation.
- Supported vulnerability management by coordinating patching, remediation, and security findings with cross-functional teams.
- Performed user access reviews and enforced RBAC policies across enterprise systems to maintain compliance.
- Developed reports and dashboards using SQL, Power BI, and Maximo BIRT to support security and operational decisions.
- Supported and maintained security tools including firewalls, VPNs, and intrusion detection systems.

Coretelligent | Remote **11/2021 - 03/2025**

I.T. Support Engineer 2

- Delivered advanced technical support for hardware, software, and network issues across diverse client environments.
- Managed and prioritized support tickets using ServiceNow, ensuring timely resolution and high client satisfaction.
- Diagnosed and resolved complex system and network issues, improving performance and reliability.
- Led and supported IT projects including system migrations, network upgrades, and deployments.
- Collaborated with engineers, vendors, and stakeholders to deliver scalable IT solutions.
- Administered and supported client infrastructure including servers, networks, and cloud environments.
- Assisted with security best practices, patching, and system hardening across client environments.
- Monitored system performance and proactively identified issues to prevent downtime and service disruptions.
- Managed user accounts, permissions, and access controls within Active Directory environments.
- Supported Microsoft 365 services including Exchange, Teams, and user administration.
- Created and maintained technical documentation, standard operating procedures, and knowledge base articles.

Nordic Consulting | Remote

11/2020 - 11/2021

I.T. Service Desk Support Tier 2

- Provided second-level technical support to end-users via phone, email, chat and Tier 1 support staff.
 - Resolved escalated technical issues that Tier 1 support could not address.
 - Diagnose and resolve complex hardware, software and network issues.
 - Investigate and troubleshoot issues related to systems, applications, and infrastructure.
 - Took ownership of assigned tickets and worked towards timely resolution.
 - Contributed to knowledge base articles and documentation for common issues and solutions.
 - Escalated issues to Tier 3 support or other specialized teams when necessary for problem resolution.
 - Provided training and support to Tier 1 staff, offered advanced training to end-users on specific technologies and applications.
 - Performed system administration tasks such as user account management, permissions and access control.
 - Create, track, and prioritize support tickets using ticketing systems such as Service Now, Cherwell, Jira and Fresh service.
 - Provided remote support to clients, troubleshooting and resolving technical issues remotely.
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MCI World | Remote

09/2019 - 10/2020

I.T. Help Desk Support Tier 1

- Provided first-level technical support to end-users via phone, email, chat.
 - Assisted users in resolving hardware, software, and connectivity issues.
 - Create, track, and prioritize support tickets using a ticketing system such as Cherwell.
 - Documented all relevant information regarding user's issues and resolutions.
 - Diagnose and troubleshooted hardware and software problems.
 - Escalated more complex issues to Tier 2 or higher-level support as needed.
 - Provided remote support to clients, troubleshooting and resolving technical issue.
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AT&T | Wesley Chapel, Nc

09/2018 - 09/2019

Tech Sales Representative

- Provided iPhone, Android, Laptop, Desktop and iPad technical support for users.
 - Actively engaged with customers to understand their needs and recommend appropriate AT&T products and services.
 - Provided excellent customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
 - Stayed informed about AT&T's products, services and promotions to effectively communicate features and benefits to potential customers.
 - Meet or exceed sales targets and objectives set by AT&T. Work towards achieving individual and team sales goals.
 - Provided basic technical assistance and troubleshooting guidance to customers regarding AT&T products and services.
 - Processed paperwork and performed other duties as assigned by management. May sell all products and services offered by the company.
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