

Tyler Reilly

SERVICE DESK ANALYST · NETWORK SECURITY

☎ (+64) 22 603 0552 | ✉ tyler@tylerrreilly.nz | 🏠 tylerrreilly.nz | 📺 its Tylerreilly

Summary

Current Service Desk Analyst at Codeblue Limited. Providing first line telephone support to 100+ clients New Zealand wide across a broad range of industries with problems from password resets to application support and troubleshooting. Super nerd who loves Linux, Information Security and Penetration testing. Interested in learning new things in an ever changing landscape and improving my home lab. Currently working on MSCA Server 2016 certification and investigating potential networking and security certifications.

Work Experience

Codeblue

Auckland, New Zealand

SERVICE DESK ANALYST

Jul. 2017 - PRESENT

- Fluent in Active Directory, Office 365 Hybrid Cloud, GSuite, Operating system support for both Windows and Macintosh environment and RDS/Citrix Environments.
- Triaging and responding to incidents and service requests for clients remotely over the phone or remotely through email.
- Providing solutions to problems and escalating to relevant parties both internal and third-party when required.
- Resolving tickets and ensuring that KPI are met.
- Client 'Champion' for a specific client ensuring that tickets are escalated to Internal IT when needed and also re-writing Knowledge Base articles and Documentation for this client.
- Updating internal documentation and authoring of Knowledge Base articles for common problems.

DeXTech

Auckland, New Zealand

TECHNICIAN

Jan. 2017 - Jul. 2017

- Providing technical onsite/remote support for Education Providers in the Auckland Region.
- Initial Exposure to Domain networks, Office 365 Hybrid clouds and Education applications.
- Advising on technical projects and upgrade pathways.
- Deployed a ticketing system to tract time and consolidate communications.
- Acting on incidents and requests swiftly.

Concentrix

Auckland, New Zealand

DIRECT SALES REPRESENTATIVE / SUPPORT LEADER

Nov. 2014 - Jul. 2017

- Inbound call center sales role for a large Airline operating in New Zealand.
- Provided solutions for families to ensure effortless travel.
- Use of IATA compliant GDS Booking system
- Prior to the role being phased out; was also tasked with being a Support Leader for the team which involved taking escalated calls, assisting other consultants with technical booking queries and making discretionary decisions that were in the best interest of customers and the our client.

Achievements

CODEBLUE

- 2017 **Employee of the Month**, Recieved in light of going beyond the expected productive time, note clarity and time management

CONCENTRIX

- 2017 **Quality Royalty**, Recieved in light of teams exceptional KPI results
- 2017 **Support Star**, Recieved in light of approcability as a Support Leader and methods to resolve problems
- 2016 **Customer Star**, Recieved in light of comments from a customer who had a positive experience with myself

Research

Systematic analysis of home routers as a threat agent

Unitec Paper

GROUP MEMBER

Jul. 2017

- Investigated the feasibility of using CPE equipment as a threat agent to escalate privilege and move through a LAN

Education

Unitec Institute of Technology

B.S. IN COMPUTER SYSTEMS

- Received an A grade for our final group project.

Auckland, New Zealand

Feb. 2014 - Jul. 2017

Liston College

NCEA LEVEL 1 + 2

- Achieved Level 1 with Merit Endorsement.
- Worked in the college tuck shop and library.

Auckland, New Zealand

2012 - 2014

Extracurricular Activity

Information Security Interest Group (ISIG)

MEMBER AND REGULAR ATTENDEE

- Informal meetings to discuss and inform of Information Security issues.

Auckland, New Zealand

PRESENT

BSides Wellington

ATTENDEE

- Attended BSides WLG to attend presentations on Information Security, best practices and current trends.

Wellington, New Zealand

Nov. 2017

OWASP New Zealand Day

ATTENDEE

- Attended OWASP New Zealand Day which discusses application/web security with an emphasis of educating Kiwis on secure development.

Auckland, New Zealand

Mar. 2017

OSDC Auckland

ATTENDEE

- Attended Open Source Developers Conference in Auckland and assisted as a volunteer introducing keynote speakers and ensuring smooth operations.

Auckland, New Zealand

Oct. 2013