

VINCENT FERRANTI

Staten Island, NY 10309 • (908) 655-2896 • VFerranti01@aol.com

Professional Summary

Security-focused IT professional with over a decade of experience in infrastructure protection, identity and access management (IAM), endpoint security, and cloud-based technologies. Proven success supporting Fortune 500 companies in hybrid enterprise environments. Expertise in security operations, Azure security, mobile device management (MDM), incident response, vulnerability mitigation, and regulatory compliance frameworks. Actively certified in Azure, AWS, Ics2, and CompTIA security disciplines.

Skills

- Applying security updates MS Teams via PULSE
- Exec. Helpdesk & Desktop support
- Azure AD / Entra ID Administration
- CyberArk Training
- Falcon CrowdStrike Training
- JAMF Pro & ABM administration
- MFA and Conditional Access Configuration
- PowerShell Automation for Security & Exchange Management
- Financial & Retail IT Security Support
- Dame Ware, VNC & BOMGAR experience
- Endpoint Security Troubleshooting
- Enabling & disabling accounts
- Azure AD & Endpoint support
- VMware & Parallels support
- MAC/Apple Support
- BYOD and Mobile Device Security
- ABM Activation & Customization

Experience

PVH Corp., Manhattan, NY

May 2012 – Jan. 2026

Tommy Hilfiger Division

Full-time

Senior Client Support Specialist

- Collaborated with CrowdStrike and CyberArk teams to strengthen endpoint protection and privileged access management across 1,000+ enterprise devices.
- Registering & applying the appropriate security permissions on devices with MFA through Intune.
- Troubleshot network connectivity issues, identifying and resolving potential security risks by 70%.
- Managed enterprise-wide permissions and group policies through Microsoft Azure and Entra ID, including conditional access, MFA enforcement, and risk-based identity governance, reducing DLP by over 90%
- Selected by the corporate security team to complete CrowdStrike University training focused on threat detection, incident response, and vulnerability mitigation.
- Utilized JAMF Pro and ABM for secure access and mobile device management, ensuring company-wide security compliance.
- Securing various web conferencing applications. Ex: MS Teams NEAT boards, by applying security patches & hotfixes.
- Administered Exchange server permissions via PowerShell and implemented data access controls to maintain confidentiality and data integrity.

DOW JONES

May 2011 – September 2011

Senior PC/MAC Support

- Provided technical and security support for Mac and Windows environments.
- Created and deployed Windows and Mac images to 500+ clients using WSUS, ensuring all security patches and updates were applied.
- Managed Active Directory user accounts, including provisioning, password resets, and access reviews.
- Performed system restores and backups, ensuring data integrity and availability in case of security incidents.
- Managed equipment migrations for 100 traders and 10 executives while ensuring encryption and secure network connectivity..
- Troubleshoot hardware and software issues, identifying and escalating potential security vulnerabilities.

BLOOMBERG

Feb. 2011 – March. 2011

Infrastructure Security Support

- Installed, deployed, and maintained Windows 7, XP, and Mac computers and laptops.
- Configured VPNs, corporate Outlook accounts, and mobile devices with proper authentication and encryption.
- Installed and configured VPN, Outlook, BB email, provided backups and restores, and activation for international use.
- Supported over 1,000 users with hardware replacements, system updates, and secure data transfers.

BANK OF AMERICA / MERRILL LYNCH

April 2009– Jan. 2011

Helpdesk Technician/Analyst

- Utilized ticketing system (MAXIMO, BART) to track and document user requests, ensuring proper handling of sensitive information.
- Migrated traders', VP's, and presidents' equipment from moves.
- Performed system backups, imaging, and restoration using Ghost, Time Machine, and other secure cloning tools.
- Installed and configured security applications for high-end traders' laptops and desktops.
- Desktop support and move tech support for (700+) traders. Built and configured Windows and Mac-based machines and hardware.
- Distinguished between Bank of America and Merrill Lynch equipment, and installed or troubleshoot them.

- Installed and configured VPN, Parallels, Lotus Notes, and Microsoft Office with proper authentication and encryption.
- 60% of the calls were for troubleshooting MS applications, Lotus Notes, and Blackberry support, going up to replace parts at the client desk.

Other Experiences

Bear Stearns – JP Morgan – Credit Suisse – Pearson Vue – Aetna – WPP advertising

Education

DeVry College of New York

Bachelor's Degree, Network and Communications Management

Graduated: *February 2010*

Bachelor's Degree, Electronics Engineering Technology

Graduated: *February 2007*

Certifications

CompTIA: A+, Network+, Security+, Server+, Mobility+, CySA+, CSCP, CSAP

Amazon AWS: Certified Cloud Practitioner, Certified Security Specialty

ISC²: Candidate – Certified in Cybersecurity (CC)

PeopleCert: ITIL Foundation – IT Service Management

EC-Council: Certified Secure Computer User (CSCU), S|CE

Microsoft:

- MCSA, MCITP, MCDST, MCTS (Windows 7, 10, 11)
- Microsoft Certified: Azure Fundamentals, AI Fundamentals, Data Fundamentals
- Microsoft Certified: Security, Compliance & Identity Fundamentals
- Microsoft 365 Certified: Fundamentals, Teams Admin Associate, Endpoint Admin Associate
- Microsoft Certified: Identity and Access Administrator Associate
- Microsoft Certified: Cybersecurity Architect Expert
- Microsoft Certified: Security Operations Analyst Associate

Apple / Mac: ACA, ACSP, ACTC, Apple Certified Server Professional