

Tyler Argent

Denver, CO | 612-567-3231 | tyler.argentwrk@gmail.com |
<https://www.linkedin.com/in/tyler-a-190a2a264/>

Professional Summary

IT Support Analyst with hands-on experience in enterprise support, cybersecurity compliance, and cloud identity systems. Skilled in troubleshooting, user support, and security operations including FedRAMP, POA&M tracking, and audit support. Actively building SOC/DFIR skills through lab projects and homelab environments.

Technical Skills

- Active Directory, Azure/Entra ID, Microsoft 365
- Windows Troubleshooting, Hardware Support
- ServiceNow, Lansweeper, Jira, SharePoint
- VPN (Fortinet), Networking Basics
- FedRAMP, POA&M, Compliance Monitoring
- AWS IAM Reviews, Azure Access Reviews
- Python (basic), Homelab (Raspberry Pi, VPN, Pi-hole)

Professional Experience

IT Support Analyst – Spencer Fane LLP (Feb 2026 – Present)

- Provide Tier 2 IT support for attorneys and staff in a fast-paced legal environment
- Troubleshoot Outlook, iManage, Zoom, and enterprise applications
- Manage incidents and requests through ServiceNow
- Support account access, device setup, and system troubleshooting

IT Program Coordinator – HB Healthcare Safety (Part-Time)

- Managed FedRAMP compliance tasks including POA&M updates and ConMon submissions
- Conducted vulnerability tracking and remediation coordination
- Supported audit preparation and security documentation
- Worked with Azure, AWS IAM, and security tooling for compliance validation

IT Support Specialist – Voyage Healthcare (Aug 2024 – Feb 2026)

- Provided end-user support across multiple clinic locations
- Supported Active Directory, eClinicalWorks, and Microsoft 365
- Imaged and deployed devices, managed hardware inventory
- Resolved VPN, printer, and login issues for staff

Education

Bachelor of Applied Science – University of Minnesota (Cybersecurity Focus)

Certifications

- ISC2 Certified in Cybersecurity (CC)
- Pursuing CompTIA Security+