Brayden Wickel

Cyber Security Analyst | Tier I SOC Analyst

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Cyber Security Analyst with 5+ years of IT support experience and hands-on exposure to IDS, PCAP analysis, and endpoint security in academic and enterprise environments. Strong foundation in SOC workflows, malware detection, and threat investigation. Known for precision, analytical thinking, and clear communication under pressure.

Core Competencies

- Tier I SOC Monitoring & Analysis
- IDS Tools: Snort, Suricata (lab exposure)
- PCAP Analysis (Wireshark, tshark)
- Windows Internals, PowerShell Scripting
- Linux Kernel, Bash & Python Scripting
- Endpoint Security & Malware Isolation
- Active Directory, Entra ID (Azure AD), MFA
- VPN & Remote Access
- Incident Response Support
- 24/7 Operational Flexibility

Professional Experience

Arthur J. Gallagher & Co.

Tier 2 Specialty Service Desk Analyst
Remote (US) | Mar 2022 – Present

- Provided advanced troubleshooting for Windows 10, M365, VPN, and endpoint security in a 65,000+ user environment.
- Developed PowerShell and Power Automate scripts to automate ITSM workflows, reducing QA processing by 75%.
- Onboarded 5,000+ users via M&A integrations; supported MFA and account provisioning.
- Delivered white-glove support to executive staff, maintaining top 1% performance metrics.

Computer Task Group, Inc.

Tier 1 Service Desk Analyst
Remote (US) | Mar 2020 – Aug 2021

- Resolved 400+ monthly tickets for VPN, Windows 10, Citrix, and enterprise apps in a healthcare environment.
- Provided first-line support for network, endpoint, and application issues.

Continuum Global Solutions

Tier 2 Technical Support (Third Shift)
Boise, ID | Oct 2018 – Feb 2020

- Delivered Tier 2 diagnostics for Verizon consumer technologies and coached Tier 1 agents to improve resolution rates.

Teleperformance

Apple Support Level II
Boise, ID | Jan 2018 – Aug 2018

- Provided advanced remote troubleshooting for Mac/iOS devices and managed escalations efficiently.

Education

Bachelor's in Cyber Security Programming (In Progress)
DeVry University | Expected Nov 2025

Associate's in Information Systems & Programming
DeVry University | Apr 2024

Certifications

- CompTIA Security+
- CompTIA Network+

Security & Technical Skills

Snort, Suricata (lab), Wireshark, tshark, Windows internals, PowerShell, Linux CLI, Bash, Python, VPN, endpoint protection, incident analysis, ITIL familiarity.

Professional Development

- PCAP analysis and forensic investigation practice in CTF/competition environments.

- Familiar with ITIL workflows and enterprise change management.