**Jimmy Neutron**

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Charlotte, NC

**SUMMARY OF QUALIFICATIONS**

Information technology and security professional with experience in penetration testing, endpoint security, network security, and incident response. Dedicated to continual learning through training and certification courses, as well as daily practice in a home lab. Exceptional communication and prioritization skills. Active member of InfraGard, OWASP, and QC Skiddies, a monthly MeetUp for pen testing techniques and events like Hack the Box, and Capture the Flag activities.

**AREAS OF EXPERTISE**

Security Best Practices, Policies, & Tools, Incident Response, Security Breach Mitigation, Multifactor Authentication (Okta/OAuth/SAML), PCI & ISO Compliance, Endpoint Protection/Logging, Scripting (PowerShell, Python), Firewall Management, RDS Management, OpenVPN & WireGuard VPN Configuration, VMware Management, Ticket Queue Management, Network Security Tools & Practices, Cloud Security, Secure Messaging/Communication

**EDUCATION & PROFESSIONAL TRAINING**

**Neural University,** Brainwaves, CA

**Bachelor of Science, Cybersecurity (expected 2021)**

Cybersecurity Projects include: Principles of Cybersecurity, Network Technologies and Network Security, Cyber Operations, Steganography and Data Hiding, and Malware Analysis.

Security+, MTA (Security Fundamentals), PenTest Fundamentals (Cybrary), OPSEC for Control Systems (DHS)

**PROFESSIONAL EXPERIENCE**

**Science Labs LLC**, Location August 2018- Present

***IT Infrastructure Analyst (2019 – Present)***

* Served as the lead and final escalation point for the company’s global internal IT helpdesk, responding directly to customers and other technicians needing assistance. Continued all Level II Infrastructure Technician responsibilities.
* Created and maintained all helpdesk processes and documentation including SOPs, on-call rotations, and resolutions to common issues; drove SLAs and productivity within the IT Support Team.
* Liaison between the Helpdesk Team and Infrastructure, Network, and Security Teams; acted as backup to each team.
* One of two technicians primarily responsible for security incident response and assisted in the mitigation of four company-wide security breaches. Acted as primary technician testing new software and configurations.
* Created new Windows 10 workstation images monthly to be deployed company-wide with proper driver and application integration and OS configuration. Managed VMWare and Citrix appliances and access.
* Assisted with patching security vulnerabilities and implementing driver and functionality updates on Windows and Linux servers and workstations company-wide using WSUS.
* Collaborated with Information Security to ensure endpoint and network security and implemented necessary changes.
* Assisted with ensuring compliance of internal helpdesk ticket queue, asset lists, Active Directory, and network and endpoint security with PCI and ISO Certifications and participated in audits.
* Assisted managing the following security applications: BitLocker Administration and Monitoring, Cisco Umbrella, Forcepoint Proxy, Okta MFA, Rapid7 Insight, Symantec Endpoint Protection, and SEPM

***Level II Infrastructure Technician (2018 – 2019)***

* Served as second tier of escalation in the company’s internal global helpdesk, responding directly to customers and other technicians needing assistance. Imaged new machines with the company image for new users.
* Responsible for security incident response and assisted in the mitigation of two company-wide security breaches.
* Created and modified accounts, devices, and mailboxes as necessary in Active Directory and Exchange.
* Provided Network Team support in providing consistent corporate network speed and reliability. Collaborated with the Information Security Team to ensure endpoint and network security on current software solutions and legacy systems.
* Managed the following security applications: Cisco Umbrella, Forcepoint Proxy (before replaced by Cisco Umbrella), Rapid7 Insight, Symantec Endpoint Protection, SEPM
* Worked with the Server Team to deploy software updates, both security and functionality patches, to Windows endpoints company wide. Assisted the Server Team to ensure consistent availability of services, applications, and data globally.
* Microsoft Products: Windows 7, Windows 10, Server 2012, Server 2012 R2, Server 2016, Active Directory
* BitLocker Administration and Monitoring, Exchange, Office 365, and Skype for Business
* Cisco: AnyConnect VPN, Unified Call Manager, Jabber, Umbrella, Unity, WebEx; Apple Products: iOS and MacOS