

JORDAN WEE TOM

EXPERIENCE

City of Miami Police Department, Miami, FL – *Network Admin*

July 2021 – Present

- Assisted with implementing and administering iPads managed through Microsoft Intune.
- Troubleshooting and maintaining the Palo Alto firewall.
- Assisted with migrating company devices from McAfee VSE to Microsoft Defender Endpoint.
- Performed network administration tasks such as configuring and troubleshooting Cisco routers and switches

Jackson Memorial Hospital, Miami, FL – *Network Specialist 1*

MARCH 2021 – July 2021

- Acted as the initial point of contact for user support calls to the IT Customer Service such that all calls are logged correctly and promptly sent to the appropriate IT team.
- Used active directory to unlock and reset windows passwords
- Provided password resets for Cerner system.
- Communicated with users via phone and/or email; handled on average 70 calls on a daily basis, ensuring the quality of customer support was at the highest level.
- Provide remote software installs, configuration & troubleshooting via Bomgar.
- Create exchange distribution groups and shared mailboxes via Exchange Admin.

City of Miami Police Department, Miami, FL – *Tier 2 Technician*

January 2020 – February 2021

- Aided in Windows Server Migration from Server 2008 R2, Server 2012 R2 and Server 2016 to Windows Server 2019.
- Migrated and maintained DHCP servers to new Windows Server 2019 servers.
- Experience using VMware Vsphere to create VM and manage them.
- Experienced and configured Cisco IP phone system.
- Assisted with installation, maintenance, and troubleshooting of Cisco routers and switches.
- Assisted in troubleshooting Palo Alto Firewall issues and creating new rules and policies to meet business needs.
- Experience with McAfee VirusScan, ePolicy Orchestrator to manage organization devices and creating exceptions to rules to match organization needs.

- Experience using ForeScout appliance to manage organizations devices to work with NetMotion VPN and as RADIUS Server
- Installed and configured Radius Server for Device authentication with VPN Services.
- Managed system configuration and maintenance, monitored events, responded to incidents, and reported findings.
- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware, devices and software to set up work stations for employees.
- With guidance, performed patch management troubleshooting
- With general guidance assisted with configuring co-management for our on premises infrastructure to Microsoft Azure cloud.

Arey Jones , Davie, FL – Deployment Technician

September 2018 – January 2020

- Imaged and configured PC's on new installs and peripherals ensuring positive customer feedback.
- Replaced obsolete or End-of-Lease PC's meeting all customer's expectations and guidelines.
- Supervise and train peripheral equipment operators and computer operator trainees.
- Monitor functioning of equipment and make necessary modifications to ensure the system operates in conformance with specifications.
- Train staff and users to work with computer systems and programs.
- Maintain inventory taking inventory of computers in all facets of deployment life cycle to include receiving, imaging, deployment, training, and disposal.
- Perform barcode scanning and asset tagging in Excel spreadsheets consisting of over 5,000 laptops, desktops, and other hardware from Lenovo, Dell and shipping out equipment/accessories to various clients.
- Configured server following specified instructions.
- Maintained imaging server for various deployments.
- Performed upgrades, repairs and maintenance on company's and clients' PC-related hardware, software and peripherals.

Networkone Technology Inc, Miami, FL – IT Support Specialist

September 2017 – September 2018

- Troubleshoot issues on site as needed.
- Used Active Directory to add, remove, and track down systems.
- Used Windows Servers, Active Directory 2012 R2 in order to create, delete or set accounts and change user passwords.
- Installed, configured and maintained all desktops.

EDUCATION

Sun Training Center Cyber Security Academy,

January 2018 - July 2018, Miami FL

CCNA Routing And Switching

Florida International University, – Bachelor of Arts

2012 - May 2015, Miami FL

Economics

Miami Dade College, – Associate of Arts

2009 - April 2011, Miami FL

Accounting

CERTIFICATIONS

Microsoft 365 Certified Fundamentals Certification

Code - H473-4759

Comptia Security +

Code - Z0KVY86ERK4Q1T5R

Comptia A+

Code - Z7SF9XSHDPVQQJSR

Cisco CCNA Routing and Switching

Code - 436324169035BQCL

Microsoft MCSA Windows Server 2016

Linux Essentials

Linux Professional Institute - LPI000465235