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# JONATHAN ILUNGA

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## Summary

I graduated in Network Security Engineer, and currently doing my bachelor's degree in Cyber Security and Forensic. My experiences range from different aspects of Computer and IT field. Currently acquiring more skills in Networking and Security, LAN, WAN protocols, Windows Server Administration, Active directory and domain services, virtualization platform such as VMware V-Sphere, Hyper-V and Azure, AWS, Vulnerability scanning / Penetration testing tools. My soft skills include Customer service, Adaptability, and able to work in a team environment, openly sharing expertise and assuming roles to fill knowledge gaps. Besides from these I have a Knowledge of Networking, Linux administration and System Administration. At a moment my focus is to gain solid knowledge about Clouding Security | Network Security | System Administrator. To become cloud system Engineer(AWS and Azure).

- Willing to relocate to: Minneapolis, Ohio, Texas. Authorized to work in the US for any employer

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## Skills

- Windows Server 2012/2016
- MS-OFFICE: Word, Excel, PowerPoint, Access, Outlook, One Drive, OneNote, Publisher, SharePoint.
- Microsoft Active Directory, Network
- FTP
- Microsoft Azure
- Linux
- Debugging
- Application installations
- Technical troubleshooting
- Software upgrades
- Hardware Upgrade and configuration
- Time management
- Microsoft PowerShell, Microsoft O365
- Microsoft System Center Configuration Manager

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## Experience

**TECHNOLOGY SUPPORT SPECIALIST** | 05/2019 to Current

**Kent School District – Kent, WA**

- Configures, installs, troubleshoots, tests, and maintains computer software and hardware in an enterprise school environment.
- Provides assistance to students for issues with their laptops and to other school staff as needed.
- Answers technical calls and emails via ticketing system from staff and students.
- Creates or updates documentation for technical troubleshooting and processes.
- Computer installation, imaging, maintenance and software support to perform computer troubleshooting.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN)

- Configuring Active Directory services and the workstations, including the implementation of root domain and various child domain controllers on Windows Server 2016.
- Align networking discoveries with the Active Directory team
- Assist Network Engineer with integration of imaging activities through SCCM
- Perform basic SQL server administration and maintenance and ensure regular backups
- Under supervision, provide integrated solutions utilizing a variety of software products with a focus on Microsoft Windows environment.

#### **IT SERVICE DESK TECHNICIAN | 09/2018 to 04/2019**

##### **Highline College - Des Moines, WA**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware and network.
- Respond to queries either in person, over the phone, and email.
- Run diagnostic programs to resolve problems and maintain the daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Environment: windows 7, 10, MS Outlook, MS Office Suite, Gmail, Google Drive, Canvas (E-learning tool), SolarWinds.

#### **NETWORK SUPPORT, AND CUSTOMER SERVICE | 01/2016 to 10/2018**

##### **Nintendo of America - Redmond, WA**

- Assisted more than 35 customers daily using my bilingual skills as needed.
- Resolved technical issues, troubleshooting connection problems related to network security, router settings, and Wi-Fi via phone calls or chat with customer online.
- Interpreted data, analyzed results using statistical techniques, and provided reports and recommendations.

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## **Education and Training**

##### **Highline College - Seattle, WA | Bachelor of Science**

- Bachelor Degree: Cyber Security and Forensic, Expected in 06/2021
- Associate Degree: Network Security Engineer, 2019  
GPA 3.8 Honor Student

##### **University of Kinshasa - D.R. | Associate Degree**

Associate Degree: Computer Science, 2012

GPA: 3.5

##### **Technical Institute of Gombe - Congo**

High School Diploma, 2008

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## **Languages**

French and English (both speak and write)

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## Project and Course work

### 1. Cyber Design – Des Moines, WA

- Describe and apply the National Initiative for Cybersecurity Education (NICE) framework to a typical network, properly install and document needed operating systems for the scenario chosen by the Lead Team, Research the vulnerabilities of operating systems (OS) and document how the vulnerabilities of the OS will be exploited, Install and verify services or applications that create vulnerabilities, Install, configure and document the OS with vulnerabilities.

### 2. Detection of Vulnerabilities of Live Systems with Penetration Testing Tools

This Project was to gain hands on experience to the for Mile2 Certified Penetration Testing Engineer.

- Detection of the target using ping and nslookup Utilities.
- Determined how the system respond to various types of scans by nmap utility.
- Conducted further validation by using other port scanning tools such as Zenmap and hping3 utility to make sure for the information found on the first scan is accurate.
- Created an incident report for all the scan in order to find potential weakness and vulnerabilities of the system.
- Environment: Kali Linux; Tools: Nmap, Zenmap, Nslookup.
- Windows Server 2016: Active Directory Administration.

### 3. Windows Server 2016: Active Directory Administration

- Based on client's need successfully created and deployed Windows Server 2016 and Active Directory services and the workstations while configuring their Network, including the implementation of root domain and various child domain controllers.
- User accounts and various groups for different departments were created and along with that organizational units were set up and maintain accounts from one central location.
- Established file shares, password policies and configured network and firewall policies and implemented several security capabilities to endure data, and to make sure that access to data maintains its integrity from end to end.
- Installed and configure IIS Service, FTP serves and DHCP for the domain.
- Environment: Windows Server 2016, Active Directory and DNS service, DHCP.