Jeremy  
Conrad

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# Skills Summary

Extensive information technology, networking, and cyber security skills and experience.

# Education

## AS – Information Technology and Cyber Defense/July 2020

Completed both the state-level certificate as well as the requirements for the forthcoming Associates of Science degree in Information Technology and Cyber Defense at Riverside City College. 74.5 units total, 38.5 total in CIS subjects. 3.4 GPA, Dean’s Honor List (Fall 2020), Cyber Security Club

# Experience

## Haven Ministries

### Web Administrator/June 2014-Oct 2018

Served as the IT Administrator for a small non-profit in Riverside CA. Duties included all aspects of computer hardware and networking in the office. Supported multiple Mac and PC systems and all related hardware. Oversaw two full network upgrades for the office and assisted in administrating the ministry’s 4D relational database on both a hardware and software side. Maintained the ministry website, direct email lists, and reported the radio show’s music use to licensing agencies.

## Worldeyecam, Inc.

### Technical Support Specialist/Sep 2011-Feb 2013

Provided phone technical support for security cameras, with a strong networking focus (port forwarding). Also maintained and updated the company’s e-commerce website.

## Sony Online Entertainment

### Subject Matter Expert/June 2006-Nov 2007

Maintained and updated the Star Wars Galaxies Knowledge Base.  
Facilitated communication between Customer Service, QA, and Development for top game issues. Provided feedback and input on CS related tools, policy changes, and handled any special projects the CS department required to ensure their day to day operations went as smooth as possible.

### In-Game Customer Support Rep/Oct 2005-June 2006

Supported Star Wars Galaxies through the introduction of the New Game Enhancements.  
Was GM of the Month for May 2006.

# Awards and Acknowledgements

## NCL 2019/Individual and Team Game

Participated in the Fall 2019 National Cyber League