**Jon Brandsness**

[jbrandsness@protonmail.com](mailto:jbrandsness@protonmail.com)

**Summary:** I am a passionate cyber security student that recently graduated in the spring. While in school, I worked at an MSP full time as a specialist for a multisite enterprise. Finishing school has given me the urge to seek out new opportunities to move towards my dream of working in Information Security.

**Skills:**

* **Advising** (identify the needs of the client)
* **Triage** (ConnectWise, T1-T2 escalate to Tier 3)
* **Windows 10** (desktop support, helpdesk, and inventory)
* **Active Directory** (on/off boarding, distribution groups, group policy)
* **Exchange** (create and manage individual/shared mailboxes, mail flow rules)
* **VPN & RDP** (Netextender & MS Remote Desktop)
* **Network Drives** (NTFS permissions, managed partition)
* **VMware** (managed small VM cluster)
* **Printers** (managed devices and server)
* **VoIP** (Allworx managed handsets and server)
* **Firewall** (Soincwall, review access logs and traffic)

**Certificates:**

* **Comptia A+**
* **Dell Certified Technician**

**Education: AAS Cyber Security & Networking**

* **NIST 171/85 Framework**
* **CISCO Net Academy**
* **Kali/Linux**
* **Python & Bash**

**Experience:**

1. ***On Line Support LLC* – June 2018 to August 2020 (MSP) IT Consultant**

Reference: Justin Herreman \*Please Review Letter of Rec. Attachment\*

1. ***MHCC Small Business Development Center*- September 2017 to June 2018, Information Security Consultant (student/intern).** Reference: Kedma Ough [Kedma.Ough@mhcc.edu](mailto:Kedma.Ough@mhcc.edu) and Gerri Raisanen [Gerri.Raisanen@mhcc.edu](mailto:Gerri.Raisanen@mhcc.edu)
2. ***MHCC* – October 2017 to 2018, ESL & ABS Computer Lab Tutor.** Reference: Deborah Saari [Deborah.Saari@mhcc.edu](mailto:Deborah.Saari@mhcc.edu)

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605-390-3010

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To Whom it May Concern:

I was employed at Online Support (OLS) as a Senior Technology Consultant in 2017 and 2018. For a substantial portion of my tenures at OLS I was fortunate to work as Jon Brandsness’ supervisor.

Jon is an exceptional person and a fantastic colleague. I would highly recommend him as an IT professional in any job that he was seeking. While working for me Jon displayed a personal strength of character, impressive work ethic, and an aptitude for learning that is difficult to find. Jon has a technical acuity coupled with impeccable customer service skills and a willingness to do tasks correctly and completely. These qualities make him a joy to supervise and a great coworker and employee.

Jon and I managed one of OLS’s most complex customers from both a technical and customer service perspective. The 200+ attorney’s we supported were demanding customers with sometimes unrealistic expectations. Jon quickly learned the environment and began to complete projects exceeding timelines and exceeding the expectations of the customer on a frequent basis.

I truly enjoyed working with Jon and would gladly hire him again in a moment. Your organization would be very lucky to have him as a member of your team.

Justin L. Herreman