
DARRIN JACKSON

SECURITY ANALYTICS PROFESSIONAL | CYBERSECURITY SPECIALIST

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PROFESSIONAL SUMMARY

IT and Cybersecurity specialist with 4+ years of experience supporting and securing systems in both civilian and military environments. Security+, CySA+, and CSAP certified, with practical skills in threat mitigation, network troubleshooting, and system hardening. Known for reliable performance under pressure, being analytical and detail-oriented, clear communication, and a consistent focus on security and efficiency.

SKILLS

Network Administration & Security

Basic Scripting & Programming

Analytical Problem Solving

Leadership & Initiative

Access Control

Attention to Detail

System Configuration & Troubleshooting

Tools & Platforms

Collaboration & Team Orientation

Threat Intelligence

Endpoint Protection

Identity & Patch Management

PROFESSIONAL EXPERIENCE

IT Support Specialist, 10/2024 - Current

ShipMonk – Louisville, KY

- Provides Tier 1–2 support for users across warehouse operations, resolving software, hardware, and network issues in a high-demand environment.
- Troubleshoots LAN, printer, scanner, and connectivity problems while coordinating with system admins on escalated issues.
- Assists with onboarding/offboarding, including endpoint imaging, user account setup, and device hardening.
- Implements basic security practices across devices and maintains accurate documentation of IT assets and incidents.

Technical Support Specialist, 04/2024 - Current

Army National Guard – Frankfort, KY

- Diagnoses hardware, software, and network issues affecting sensitive military systems.
- Configures secure operating environments per DoD guidelines; manages user accounts and enforces access controls.
- Monitors system health, investigates irregularities, and mitigates risks to ensure mission-readiness.
- Provides internal support and technical training to improve cybersecurity posture and user capabilities.

Geospatial Engineer, 01/2017 - Current

Army National Guard – Frankfort, KY

- Leads a technical team in gathering, processing, and analyzing spatial intelligence to support mission planning.
- Operates GIS platforms to manage sensitive data in secure computing environments.

- Prepares intelligence products that intersect with cybersecurity, communications, and operational security disciplines.

Repair Technician, 11/2022 - 06/2024

iFix – Louisville, KY

- Repaired and reimaged personal and business devices, performing advanced hardware diagnostics and OS-level restorations.
- Primarily maintained and configured the RepairDesk ticketing system, improving internal process flow and technical documentation.
- Applied soldering and micro-repair skills for cost-efficient board-level fixes.
- Handled customer service responsibilities with a consultative and solution-focused approach.

EDUCATION

High School Diploma: 05/2017

South Oldham High School - Crestwood, KY

Basic Leadership Course: 12/2020

3rd Non-Commissioned Officer Academy - Camp Shelby, MI

Advanced Individual Training: Geospatial Engineering, 03/2019

United States Army Engineer School - Ft. Leonardwood, MO

Computer Science

University of Louisville - Louisville, KY

transferred to Western Governors University

Cybersecurity and Information Assurance: Current

Western Governor's University

Currently enrolled

CERTIFICATIONS

- CompTIA Security+, 06/25
- CompTIA CySA+, 06/25
- CompTIA CSAP, 06/25
- Top Secret Security Clearance, 03/24

CURRENTLY PURSUING

- PenTest+
- PCAP

AWARDS

Army Achievement Medal, Awarded for leading and managing the Geo-Spatial Section during a month-long, 24-hour WarSim exercise. Ensured the delivery of critical intelligence reports and analysis vital for operational success through strategic decision-making, technical proficiency, and effective leadership. 06/23