


James Simpson III

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Summary

| CompTIA A+ | CompTIA Network+ | CompTIA Security+ | AWS CCP |

WHAT MAKES ME DIFFERENT:

Insanely driven student of Cybersecurity with a focus on DevOps, Cloud Infrastructure, and Cloud Security. I recently discovered my passion for cloud computing while taking an AWS course on the basics of the cloud and its possibilities.

Now, I am feeding that curiosity with hands-on labs, self-paced training, and connecting with people in the cloud space to bolster my experience and increase my value in this amazing field.

I am a servant leader, an unstoppable force, and a man with an insatiable appetite for knowledge, relationships, and meaningful impacts with customers and teammates!

Experience



Systems Administrator

CyberSaint Security

Jun 2022 - Present (7 months +)

SysAdmin:

- Policy Creation
- Bash Scripting, Powershell Scripting
- Patch Mgmt
- Provisioning, Deployment, Off-boarding
- Architected an internal and customer-facing IT Ticketing system (Jira, Zendesk, Slack)
- Asset Inventory

- Cloud Support (AWS, Google Cloud, IBM Cloud):

- Kubernetes Deployments
- Docker
- Basic networking
- IaC development and deployment
- Marketplace Deployment
- Cloud/On-Prem SaaS Deployments

- Cybersecurity:

- Member of the Information Security Committee
- Vendor Security Reviews
- Cybersecurity Awareness Training Administration
- Policy Creation
- SIEM implementation and administration

- Internal Risk Assessments
- Wargaming

- Official Job Description:

- Partner with the VP of Solutions Architecture to complete the Apple Business Manager and Jamf MDM implementation, and lead training sessions for all team members.
- Oversee the daily management and ongoing maintenance of hardware and software assets.
- Identify gaps in technology, evaluating and implementing solutions that seek to increase efficiency and security.
- Participate as a member of the Information Security Committee, and implement both technical and procedural controls under the guidance of the committee Chairperson.
- Implement an IT ticketing system, and train users on how to use it
- Troubleshoot systems issues, resolving in a timely manner.
- Establish an asset inventory.
- Ensure all systems are kept up to date and secured with necessary updates.
- Provide technical support to all employees
- Track and maintain annual technology budgets, making recommendations for cost improvements where possible.
- Support the CSM team with customer SSO integration with the CyberSaint application.
- Over time, develop the knowledge and experience to assist DevOps with deploying the CyberSaint application in on-premise and private cloud environments.



Help Desk Specialist II

Lake Charles Memorial Health System

Jan 2022 - Aug 2022 (8 months)



(Remote) Tier 1 Helpdesk

Cambium Assessment

Dec 2021 - Jan 2022 (2 months)

- Provide helpdesk support, via phone, computer, email, and through our ticketing system, for most issues related to our online testing system.
- Work within our ticketing system to create detailed work logs and technical documentation.
- Use appropriate communication and documentation to inform team of important issues and information which will help improve team performance. Inform and coordinate with Operations and other computer users of procedures that would interrupt, affect or interfere with their work.
- Escalate issues to Tier 2 as needed, as well as set customer expectations for follow-up (i.e. when to expect a follow-up contact and by whom).



Mobile Expert

T-Mobile

Oct 2021 - Dec 2021 (3 months)



Customer Support Specialist

DICK'S Sporting Goods

Feb 2021 - Nov 2021 (10 months)



Senior Retail Consultant

T-Mobile

Mar 2020 - Dec 2020 (10 months)



Small Business Expert

Sprint

Nov 2019 - Dec 2020 (1 year 2 months)



Retail Sales Consultant

Sprint

Dec 2017 - Jan 2019 (1 year 2 months)

Education



SOWELA Technical Community College

Associate of Arts and Sciences - AAS, Information Technology - Cybersecurity

Aug 2021 - May 2023

Licenses & Certifications



CompTIA A+ ce Certification - CompTIA

Issued Jan 2022 - Expires Jan 2025



Certified Duo Help Desk Administrator - Duo Security

Issued Feb 2022 - Expires Feb 2024

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AWS Certified Cloud Practitioner - Amazon Web Services (AWS)

Issued May 2022 - Expires May 2025



CompTIA Network+ ce Certification - CompTIA

Issued May 2022 - Expires May 2025



CompTIA IT Operations Specialist – CIOS Stackable Certification - CompTIA

Issued May 2022 - Expires May 2025



CompTIA Security+ ce Certification - CompTIA

Issued Nov 2022 - Expires Nov 2025

CompTIA Secure Infrastructure Specialist – CSIS Stackable Certification - CompTIA

Issued Nov 2022 - Expires Nov 2025

Skills

Docker • Kubernetes • Infrastructure as code (IaC) • DevOps • Cloud Applications • IT Security
Policies & Procedures • TypeScript • Solution Architecture • End User Training • Cybersecurity