Jeffrey Manning

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Summary

Security-focused IT professional with hands-on experience in network defense, cloud security, vulnerability analysis, and technical support. Certified in Security+, Google Cybersecurity, and Azure Fundamentals, with practical skills in SIEM monitoring, IDS/IPS, incident response, and NIST-aligned best practices. Strong background in troubleshooting, automation with Python and JavaScript, and translating complex technical issues into clear, actionable solutions. Committed to strengthening system resilience and supporting secure, efficient operations.

Skills

- **Cybersecurity & IT:** Network Security, Vulnerability Analysis, Risk Management, Incident Response, Data Encryption, Security Auditing, Technical Support, Troubleshooting, Help Desk Operations, Software Proficiency, Security Information Event Management (SIEM) tools, IDS/IPS, Information Security, NIST - cybersecurity framework, Microsoft Azure, VMware management and deployment, networking infrastructure
- **Programming and Web Development**: Python, JavaScript, HTML, CSS, C++
- **Operating Systems and Environments:** Linux, SQL
- **Technical & Analytical:** Project Management, Adaptability, Problem Solving, Code Debugging, Data Analysis, Process Optimization, Self-Motivation
- **Leadership & Communication:** Team Leadership, Conflict Resolution, Active Listening, Client Communication, Customer Service, Instructional Design

Education & Certifications

- · • **CompTIA Security+ |** January 4, 2026

  I gained a strong foundation in security principles, risk management, and incident response. Studied how to secure networks, systems, and cloud environments through access control, authentication, encryption, and vulnerability management. Developed hands-on skills in analyzing threats, interpreting logs, and applying security controls aligned with industry best practices. Learned to identify and respond to security incidents, assess risks, and support

organizational compliance through policies, monitoring, and secure configurations.

- **Microsoft Certified: Azure Fundamentals (AZ-900)**

Gained a solid understanding of core cloud concepts, Azure services, security, compliance, identity, and cost management. Learned how cloud resources are deployed, managed, and secured, along with foundational knowledge of networking, storage, compute, and governance within Azure environments.

- **Google Cybersecurity Certificate** | September 18, 2025

I studied how to identify common cybersecurity risks, threats, and vulnerabilities, as well as techniques to mitigate them. I gained hands-on experience with Python, Linux, and SQL. Learned how to protect networks, devices, people, and data from unauthorized access and cyber-attacks using Security Information Event Management (SIEM) tools, Intrusion Detection Systems (IDS), and network protocol analyzers (packet sniffing).

- **Certified Nutritionist** | ISSA
- **Certified Fitness Instructor** | ISSA

Professional Experience

Founder & Security Consultant | Jeffrey's Cybersecurity & IT Solutions | Cleveland, OH/Remote
 December 2025 – Present

- Deliver security-first technical services for small businesses, including vulnerability assessments, secure configuration, and identity/access hardening
- Implement NIST-aligned security controls and best practices across cloud and on-premise environments
- Build and maintain secure Azure deployments, including resource governance, monitoring, and cost-optimized architectures
- Develop automation tools and scripts using Python and JavaScript to streamline client operations and reduce manual workload
- Provide technical support, troubleshooting, and incident response guidance with a focus on risk reduction and resilience
- Create client-ready documentation, service plans, and security recommendations that translate complex issues into clear, actionable steps

Help Desk/Customer Service Representative | HumanN (Remote)

January 2023 - November 2023

- Troubleshoot and resolve technical issues for employees, providing first-level support for hardware, software, and network problems.
- Modify and update customer account information in Zendesk and NetSuite.
- Provide information on ongoing specials and product details to maintain customer subscriptions.
- Collaborate with IT teams to escalate complex issues and ensure timely, effective resolution.

Enrollment Consultant/Help Desk | K12 Private Academy (Remote)

August 2020 - July 2022

- Consulted with potential families to find the best private schooling options and technologies to meet their students' needs.
- Navigated and used Salesforce and other systems for data entry and enrollment document management.
- Troubleshooting hardware, software, and account issues for families, enhancing technical support skills.

Certified Fitness Instructor (Self-Employed) | [Cleveland, OH/Henderson, NV]

July 2017 - Present

- Developed and led engaging fitness programs, providing personalized training and education on proper exercise techniques.
- Monitored clients' progress and motivated them to achieve their fitness goals through positive reinforcement.
- Referred clients to other health professionals when needed, demonstrating a comprehensive understanding of client needs.

Previous Management Experience

General Manager | Popeye's Restaurants | Cleveland, OH

February 2019 - August 2020

Assistant General Manager | Burger King | Rocky River, OH

May 2018 - February 2019

Assistant General Manager | Pizza Hut | Cleveland, OH

August 2012 - May 2018

Assistant Manager | Subway Sandwiches & Salads | Cleveland, OH

February 2007 - April 2012

- Achieved 100% customer satisfaction by ensuring fast, accurate service and positive guest relations.
- Controlled Profit & Loss by managing inventory, labor, and cash control procedures.
- Recruited, interviewed, and trained team members, conducting performance appraisals to foster a cohesive unit.
- Ensured compliance with all health and safety codes and company security policies.