

JEFFREY MANNING

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PROFESSIONAL SUMMARY

Security-focused IT professional with hands-on experience in network defense, cloud security, vulnerability analysis, and incident response. Certified in Security+, Google Cybersecurity, and Azure Fundamentals, with practical skills in SIEM monitoring, log analysis, IDS/IPS, and NIST-aligned security controls. Strong technical foundation in Python automation, troubleshooting, and secure cloud configuration. Committed to strengthening system resilience and supporting secure, efficient operations.

CORE SKILLS

Cybersecurity

- SIEM Monitoring • Log Analysis • Incident Response
- Vulnerability Assessment • IDS/IPS • IAM & Access Control
- NIST CSF • Risk Management • Secure Configuration
- Cloud Security (Azure) • Packet Analysis (Wireshark)
- Data Encryption

Technical

- Python • JavaScript • HTML/CSS • C++
- Linux • SQL • Networking (TCP/IP, DNS, VPNs)
- Azure AD • VMware • Troubleshooting & Support

Professional

- Client Communication • Documentation • Process Optimization
- Team Leadership • Problem Solving • Project Coordination

CERTIFICATIONS

CompTIA Security+ (2026)

- Applied threat analysis, incident response, and secure network design in hands-on labs.
- Implemented NIST-aligned controls and performed log analysis.

Google Cybersecurity Certificate (2025)

- Completed labs using Linux, SQL, SIEM tools, IDS, and packet analysis.
- Investigated threats, vulnerabilities, and security events.

Microsoft Certified: Azure Fundamentals (AZ-900)

- Demonstrated knowledge of Azure security, identity, governance, and cloud architecture.

ISSA Certified Nutritionist & Fitness Instructor

PROFESSIONAL EXPERIENCE

Founder & Security Consultant

Viper Cybersecurity & IT Solutions — Cleveland, OH / Remote Dec 2025 – Present

- Deliver security-first technical services for small businesses, including vulnerability assessments, secure configuration, and identity/access hardening.
- Implement NIST-aligned security controls across cloud and on-premise environments.
- Build and maintain secure Azure deployments with governance, monitoring, and cost-optimized architectures.
- Develop Python and JavaScript automation tools to streamline operations and reduce manual workload.
- Provide technical support, troubleshooting, and incident response guidance focused on risk reduction.
- Create client-ready documentation, service plans, and remediation recommendations.

Help Desk / Technical Support Roles

Help Desk & Customer Support Representative — HumanN (Remote) Jan 2023 – Nov 2023

- Resolved hardware, software, and network issues while supporting secure access and account management.
- Updated customer and system data in Zendesk and NetSuite with accuracy and compliance.
- Escalated complex technical issues following structured triage and incident workflows.

Enrollment Consultant & Help Desk — K12 Private Academy (Remote)
Aug 2020 – Jul 2022

- Supported families with technical troubleshooting, account access, and device configuration.
- Managed enrollment data and documentation using Salesforce and internal systems.
- Strengthening customer experience through clear communication and problem resolution.

ADDITIONAL EXPERIENCE — LEADERSHIP & OPERATIONS

Certified Fitness Instructor (Self-Employed)
2017 – Present

- Designed and delivered structured training programs; coached clients toward measurable goals.

Restaurant Management Roles (2007 – 2020)
General Manager / Assistant General Manager — Popeye's, Burger King, Pizza Hut, Subway

- Led teams, managed operations, enforced compliance, and optimized performance.
- Oversaw hiring, training, scheduling, and customer satisfaction initiatives.
- Maintained strict adherence to safety, security, and operational standards.