JONATHAN BROWN

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LINKEDIN

https://www.linkedin.com/in/jonathanbrown27/

PROFESSIONAL SUMMARY

Cleared Information Security expert specializing in enterprise cybersecurity policy. Possesses comprehensive expertise in IT management, NIST Risk Management Framework (RMF), and vulnerability management, acquired through immersive real-world engagements. Continuously advancing cybersecurity skills through practical applications in higher education policy creation, hands-on cybersecurity labs, and ongoing pursuit of relevant certifications.

SKILLS

- Security Policies and Procedures
- Windows
- MacOS
- SQL
- Zilla security
- Linux
- Cross-functional collaboration
- Microsoft 365
- AWS
- VPN
- Azure
- Security Awareness Training
- Customer Service
- Workday HCM
- ComplianceBridge
- PeopleSoft Campus Solutions 9.2
- NIST Risk Management Framework
- Identity & Access Management

EXPERIENCE

Information Security Administrator   July 2023 - Current
Confidential | San Diego, CA

As a Security Administrator for Workday HCM and PeopleSoft Campus Solutions, I effectively manage role-based access controls, conduct security audits, collaborate with cross-functional teams, and provide user training to ensure compliance and data integrity within both systems.

- Led as the technical lead for ComplianceBridge software, overseeing implementation, customization, and ongoing technical support, ensuring seamless integration and functionality while meeting compliance objectives.
- Crafted information technology policies and procedures in alignment with NIST (National Institute of Standards and Technology) frameworks to establish robust cybersecurity measures and ensure compliance with industry standards and regulatory requirements.
- Managed security configurations for PeopleSoft Campus Solutions, including user access, roles, permission lists, and row-level security, ensuring compliance with institutional policies and regulatory requirements.
- Managed end-to-end security administration for Workday HCM, including user provisioning, role-based access control (RBAC), and security configuration, ensuring data confidentiality and integrity.
- Utilized Zilla security for Identity and Access Management (IAM) auditing, conducting assessments of user privileges and access controls to ensure compliance with organizational policies and regulatory requirements,

Service Desk Analyst   January 2022 – July 2023
Confidential | San Diego, CA

Provided technical support to users by opening service requests, facilitating the transfer of calls, troubleshooting IT issues, and providing a correct course of action to identify problems.

- Resolving over 150 service tickets per week through efficient triaging of problems in the ServiceDesk Plus ticketing system to ensure service level agreement metrics improve.
- Unlock and reset passwords in Active Directory and 3rd party applications.
- Permission user security and distribution groups
- Consistently earning 90% first call ticket resolution rate without escalation
- Effectively utilized verbal and written communication skills to provide technical support to over 2,000 faculty, staff, and student users

Help Desk Technician   March 2021 - January 2022
Cyber Solutions | SC
Provided remote technical support and troubleshooting for hardware and software systems via ConnectWise Automate
- Engaged with in-person clients to provide customer service by answering questions and providing resources.
- Installed and configured 250 new Windows and MacOS hardware for personnel deployed to 40 off-site locations.
- Management in administering and configuring mobile devices for enterprise users via Office 365 and Intune
- Whitelisting and blacklisting websites on Sophos
- Maintained and updated documentation using IT glue to enhance the quality of service provided.
- Active Directory user provisioning and de-provisioning processes in an identity and access management capacity
- Conducted network analysis and diagnosis using various tools and collaborated with other technicians to resolve complex technical issues.
- Deployed new security patches and policies to endpoints.

Fiber Splicer Technician   August 2019 - November 2020
AFL Global | Duncan, SC
Tested, diagnosed, and repaired electro-mechanical fusion splicing equipment, including cleavers and thermal ribbon strippers.
- Provided technical support to customers and sales agents via phone and email.
- Minimized occurrences of non-standard parts being used by performing visual inspections of components.
- Identified and corrected issues with suppliers and worked with clients to understand their needs and provide solutions.
- Maintained records of fiber optic splicing and installation, ensuring compliance with industry standards.

Sonar Technician   September 2008 - September 2019
United States Navy | San Diego, CA
Performed the duties required to emplace, operate, and displace counterfire radar systems.
- Operated vessels, sonar assets, and communications equipment, establishing voice and digital communications radio networks.
- Collaborated with submarines to ensure over 900 work orders were processed, which resulted in the on-time completion of 25 maintenance periods.
- Led USS Pasadena Sonar staff in completing 600 preventative maintenance checks while ensuring critical combat systems were operational.
- Operated various highly technical components of the SONAR Suite (at-sea) as a SONAR watch stander, directly contributing to successful submarine mission operations nationally and abroad.

EDUCATION

Master of Science (M.S.) - Cybersecurity   May 2023
National University, San Diego, CA

CERTIFICATIONS

CompTIA CySA+ | Security+ | Linux+ | Network+ | A+
AWS Certified Cloud Practitioner
Microsoft Certified: Azure Fundamentals AZ-900 | Security, Compliance, and Identity Fundamentals SC-900