Jrew Simpson

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TECHNICAL SKILLS

Programming Languages | Bash, SQL, C#, Python, Splunk Query Language, Kibana Query Language
Certifications | CompTIA Network+, CompTIA Security+, Azure Fundamentals (AZ-900) – *In Progress*
Knowledge | Agile, NIST 800, Cyber Kill Chain, OSI Model, MITRE ATT&CK, Incident Response Lifecycle, Computer Networks, Role-Based Access Controls, OWASP Top 10, Virtualization, Cloud Technologies, VPNs, Firewalls
Tools | Active Directory, Wireshark, Azure, Splunk, Nmap, ServiceNow, Ubuntu, Elastic, M365 Suite, BeyondTrust Remote
Languages | English (Native), Spanish (Intermediate)

EXPERIENCE

IT Intern – End User Technology | *Humana Military* | Louisville, KY   **Jan 2024 - Present**

- Resolved 800+ tickets within ServiceNow Platform's ticketing system to assist end users with software, hardware, application, telephony, and network issues to assist with the DoD TRICARE T-5 contract transition.
- Generated and analyzed ServiceNow reports to identity vulnerabilities and gaps within IT infrastructure
- Obtained a U.S. government Public Trust Clearance to ensure compliance & support sensitive IT operations
- Supported incident response routines via support bridges & post-mortem activities to quickly resolve incidents
- Assisted the systems engineering team with migrating to M365 & Microsoft Azure Cloud Infrastructure by testing iterations and resolving troubleshooting tickets from end users after deployments
- Assisted in the transition from desk phones to Avaya Agent for Desktop to improve telephony infrastructure
- Utilized Splunk Cloud to monitor user account lockouts and troubleshoot other user authentication issues
- Collaborated with the Azure Cloud engineering team to replace Duo authenticator with Windows Hello for Business to simplify end user authentication and strengthen password security across the organization.
- Tested various SCCM task sequences to assist the system engineers with upgrading our OS from Windows 10 to Windows 11 24H2 to comply with DoD NIST SP 800-171 regulations
- Facilitated the onboarding process for 300+ end users via new hire calls and software/hardware provisioning
- Coordinated with leaders and human resources to assist with equipment recovery from 200+ termed end users

IT Technical Support | *BeneSolve, LLC* | Louisville, KY   **Aug 2021 - Jan 2024**

- Assisted family-owned business with IT-related technical issues
- Deployed & configured BitDefender host-based antivirus to block threats
- Setup computer networking hardware including routers, switches, VoIP phone, and printers
- Utilized Backblaze cloud to restore critical data for disaster recovery & business continuity
- Built and managed an Ubuntu Server for secure on-prem data storage purposes

EDUCATION

University of Louisville | *Bachelor's Degree in CIS - Cybersecurity* | Louisville, KY   **Aug 2021 - May 2025**

- *Dean's List w/ 3.97 cumulative GPA*

Relevant Coursework & Projects:

- Deployed & managed an active directory system with user and group permissions in Windows Server
- Collaborated as an Agile team to develop a secure website for a non-profit organization (Worth the Words)
- Performed malware analysis within a sandbox VM for reverse engineering and incident response purposes
- Analyzed network traffic with Wireshark and Splunk to search for indicators of compromise
- Pen-tested a MySQL instance using Metasploit, Kali Linux, and the Cyber Kill Chain framework
- Simulated a digital forensics investigation using tools such as FTK Imager, Autopsy, VirusTotal, Registry Explorer, & Microsoft Excel to assist with writing a report on the findings

Hack The Box Academy | *SOC Analyst Path* | Remote   **March 2025 - Present**

- **Relevant Coursework:** Linux Fundamentals | Windows Attacks & Defense | SIEM Fundamentals | Introduction to Threat Hunting with Elastic | Windows Event Logs and Finding Evil | Understanding Log Sources & Investigating with Splunk | Intermediate Network Traffic Analysis | Introduction to Python 3