

Jrew Simpson

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Education

BSBA in CIS - Cybersecurity: Computer Information Systems - University of Louisville, Louisville, KY

Graduation Date: May 2025

Current GPA: 3.96

- Deployed & managed an active directory system with user and group permissions in Windows Server OS
- Collaborated with an Agile team to develop a secure web system for a non-profit organization
- 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

Security+ Certification (SY0-701) – CompTIA

Date of Completion: March 14, 2025

Experience

IT Intern General 2, Desktop/End User Support – Humana Military - Louisville, KY

January 2024 - Current

- Resolved 700+ incident tickets with ServiceNow's ticketing system to assist end users with the DoD TRICARE T5 transition
- Obtained a U.S. government Public Trust Clearance to ensure compliance & support sensitive IT operations
- Assisted the systems engineering team with migrating to M365 & Microsoft Azure Cloud Infrastructure by testing implementations and resolving troubleshooting tickets from end users after deployments
- Assisted 300+ end users with the onboarding process via new hire calls and software/hardware provisioning
- Coordinated with leaders and human resources to assist with equipment recovery from 150+ termed end users
- Collaborated as an Agile team to efficiently refresh hardware for 250+ associates in 2025. Focused on seamless transitions
- Provided support during the transition from hardware phones to Avaya Agent for Desktop (software-based VoIP solution)
- 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.

IT Technical Support – BeneSolve, LLC - Louisville, KY

August 2021 – January 2024

- Assisted family-owned business with IT-related technical issues
- Setup equipment ensuring proper installation of cables, operating systems and appropriate software.
- Restored performance by repairing and troubleshooting hardware, software and equipment.

Skills

Soft Skills: Critical Thinking, Effective Communication, Time Management, Agile Methodology, Collaboration, Problem Solving, Troubleshooting, Adaptability, Proactivity

Technical Skills: Microsoft Azure, Computer Networking, SQL, C#, Python, Wireshark, Microsoft Windows, Kali Linux, Unix, Active Directory, Splunk, Tcpdump, ServiceNow, HTML, CSS, Metasploit, Docker, Virtual Machines, MFA, Visual Studio 2022, VDI Support, Camtasia, Entra ID, Microsoft Intune

Languages: English (Native), Spanish (Intermediate)