

# Jrew Simpson

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## Education

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### **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 as an Agile team to develop a secure website for a non-profit organization (Worth the Words Inc.)
- 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

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### **IT Intern, General 2 – Humana Military - Louisville, KY**

January 2024 - Current

- Resolved 800+ tickets within 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.
- Tested various MECM task sequences to assist the system engineers with upgrading Windows 10 to Windows 11 22H2

### **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

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**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)