

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
- 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 Government Business, Inc. - Louisville, KY

January 2024 - Current

- Resolved 700+ tickets with ServiceNow's ticketing system to assist end users with the DoD TRICARE T5 transition
- Assisted 200+ 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
- 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

National Cyber League Participant – Cyber Skyline, Remote

Fall 2024 Season

- Completed 50% of individual game challenges related to OSI, cryptography, password cracking, log analysis, forensics, reconnaissance, and exploits within application & website code.

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

Languages: English (Native), Spanish (Intermediate)