

Jrew Simpson

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SKILLS

Certifications | CompTIA Network+, CompTIA Security+, Google Cybersecurity Professional

Programming Languages | Bash, SQL, C#, Python, Splunk Query Language

Security & Compliance | HIPAA, Patch Management, MITRE ATT&CK, SIEM Monitoring & Log Analysis, Endpoint Security

Networking | TCP/IP, DNS, DHCP, OSI Model, VLANs, Routing, Switching, VLSM, Wireshark Analysis, Load Balancing

IT Operations | End-User Support, Systems Troubleshooting, Incident Response Lifecycle, Citrix VDI/Thin Client Support

Languages | English (Native), Spanish (Intermediate)

Education

University of Louisville - *Bachelor's of Science in CIS - Cybersecurity* | Louisville, KY

Aug 2021 - May 2025

- **Awards:** Summa Cum Laude, Dean's List

Experience

IT Tech Support II | *University of Louisville School of Dentistry* | Louisville, KY |

Dec 2025 - Present

- Acted as an escalation point for complex endpoint and OS-level issues, including profile corruption, authentication failures, and application conflicts
- Ensured high availability of clinical IT systems across 7 dental clinics in the Louisville metropolitan area, responding to incidents and coordinating resolution to minimize operational disruption.
- Supported Citrix-based thin client workstations used in clinical areas, ensuring reliable access to virtual desktops hosting dental imaging and EHR applications.
- Maintained endpoint security standards (antivirus status, disk encryption, session timeouts, etc.) to support organizational HIPAA security safeguards.
- Documented standardized procedures for workstation builds, user onboarding, and troubleshooting processes to improve consistency and reduce resolution times

IT Compliance Technician (Contractor) | *Humana* | Louisville, KY |

Aug 2025 - Dec 2025

- Oversaw lifecycle management of IT assets, ensuring accurate tracking, consistent recovery, and decommissioning of hardware to prevent data loss and unauthorized use.
- Collaborated with IT security teams to enforce secure wipe and disposal processes, ensuring sensitive data was sanitized from decommissioned devices in compliance with NIST 800-88 standards.
- Coordinated with Legal and Cyber Operations teams to provision and secure devices under legal hold, ensuring proper chain of custody, data integrity, and compliance with regulatory and evidentiary requirements.
- Investigated non-compliant devices and performed remediation steps to ensure alignment with organizational security posture and compliance standards.

IT Intern - Desktop/End User Support | *Humana Military* | Louisville, KY |

Jan 2024 - Aug 2025

- Resolved 1000+ tickets in a ServiceNow ticketing system to assist end users with the DoD TRICARE T5 contract
- Obtained a U.S. government Public Trust Clearance to ensure compliance & support sensitive IT operations
- Participated in incident response routines via support bridges & post-mortem activities
- 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
- Supported the transition from desk 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 SCCM task sequences to assist the system engineers with upgrading Windows 10 to Windows 11
- Assisted 300+ end users with the onboarding process via new hire calls and software/hardware provisioning

IT Technical Support | *Benesolve, LLC* | Louisville, KY

Jan 2024 - Aug 2025

- Assisted family-owned business with IT-related technical issues on an as-needed basis
- Deployed & configured BitDefender, a host-based antivirus, to block threats and malicious activity
- Setup and maintained computer networking hardware including routers, switches, VoIP phone, and printers
- Utilized Backblaze cloud to restore critical data for disaster recovery & business continuity