**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+

**Knowledge** | Agile, NIST 800, Cyber Kill Chain, OSI Model, MITRE ATT&CK, Incident Response Lifecycle

**Tools** | Active Directory, Wireshark, Azure, Splunk, Nmap, ServiceNow, Ubuntu/Debian Linux, Computer Networking, Elastic Stack, Metasploit

**Languages** | English (Native), Spanish (Intermediate)

**EXPERIENCE**

| **IT Intern - General 2 | *Humana Military* | Louisville, KY** | **Jan 2024 - Present** |
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* 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
* 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
* 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
* 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 200+ termed end users

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