

# THOMAS L JONES

Tech Support

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## Skills

### Help desk Support:

- Proficient in troubleshooting hardware and software issues.
- Experience in providing technical support to end-users and resolving IT-related problems.
- Knowledgeable in ticketing systems and maintaining detailed documentation.



### Cyber Security

- able to teach cyber security best practices to others in a relatable way.
- Familiarity with security concepts, risk management, and access control.
  - CompTIA Security+ certified with a strong foundation in network security.
  - Understanding of cryptography, security architecture, and incident response.



### Technical Skills:

- Operating Systems: Windows, Linux
- Networking: TCP/IP, DNS, DHCP
- Security Tools: Antivirus software, firewalls, intrusion detection/prevention systems



### Software and Programming:

- Proficient in Microsoft Office Suite
- Basic programming skills in Java and html 5



## Certifications

### CompTIA A+ ce

Comptia

Nov-30-2023

### CompTIA Security+ ce

Comptia

Apr-26-2024

🔗 <https://www.comptia.org/>

## Summary

Dynamic IT Technician and Developer with extensive experience in computer repair, network administration, and system optimization. Excels in web development, mobile application creation, and designing chatbots and AI agents. Experienced Cybersecurity Analyst skilled in OSINT (Open-Source Intelligence) and vulnerability testing, leveraging technical expertise to deliver user-centric, innovative, and scalable solutions while ensuring robust system security and compliance.

## Experience

### Rang Technologies

July 2024 - November 2024

Contract Worker

🔗 <https://www.ellucian.com/>

Help Desk Representative for Ellucian SaaS, providing technical support and troubleshooting assistance for software-as-a-service (SaaS) solutions in the education sector. Successfully resolved user issues, ensured system accessibility, and delivered exceptional customer service while collaborating with cross-functional teams to maintain platform reliability and user satisfaction.

### Hutchinson Community College

Jan 2024 - April 2024

CSOC Analyst

Hutchinson, KS

🔗 <https://www.hutchcc.edu/>

Cybersecurity Operations Center (CSOC) Analyst is responsible for monitoring, analyzing, and responding to security threats to protect institutional data and systems. Conducted OSINT investigations, and incident response activities, ensuring a proactive approach to cybersecurity. Collaborated with IT teams to implement security best practices and maintain compliance with industry standards.

## Education

### Hutchinson Community College

August 2022 - July 2024

Computer Science

🔗 <https://www.hutchcc.edu/>

### Friends University

August 2024- current

CyberSecurity

🔗 <https://www.friends.edu/>