

Nigel Dumont

CompTIA Security+ | Cisco CCENT | Google ITSC
Chicago, IL / Hybrid / Remote / Open to Relocation
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SUMMARY

Security-focused IT professional with 7+ years of enterprise experience across information security, System Administration, and IT Desktop Support. Skilled in incident response, endpoint security, and identity management with knowledge and understanding of different IT environments and structures. (Retail, Corporate, Warehouse, Home Office, etc)

CORE SKILLS

Security & Monitoring: CrowdStrike Falcon, Proofpoint TAP, Rapid7 Insight, SolarWinds, Meraki Dashboards

Identity & Access Management: Azure AD, Intune, MFA, Conditional Access, Group Policy, Active Directory

Networking & Infrastructure: TCP/IP, DNS, DHCP, VLANs, VPN, Fortinet, WAN/LAN, Firewalls

Governance & Compliance: Zero Trust, Endpoint Hardening, DLP Awareness,

Platforms & Tools: Microsoft 365, Google Workspace, Jamf, SCCM, Jira, Zendesk

Telecomm/Printer: VoIP Systems (Teams Phone, Cisco Call Manager), Printer Management (SMTP Relay, DNS Print Servers, PrintLogic)

Languages: Powershell, Bash/ZSH, Python, SQL, CMD

PROFESSIONAL EXPERIENCE

Senior IT Service Desk Analyst | Greenthumb Industries LLC – Chicago, IL (Hybrid) | May 2022 – Present

- Conduct log and event reviews across endpoints, servers, and network devices using CrowdStrike, Proofpoint, SolarWinds, and Rapid7 to detect anomalies and escalate threats.
- Authored and maintained incident documentation, breach reports, and escalation summaries for leadership and vendors.
- Enforced security policies and Zero Trust principles: MFA, conditional access, endpoint compliance, and firewall configurations.
- Monitored corporate sites and retail endpoints via Meraki dashboards and SolarWinds, identifying ISP disruptions and ensuring high availability.
- Partnered with Xerox, Canon, and ProvenIT to validate security controls on managed printers to ensure compliance with corporate security standards.
- Mentored junior analysts and developed 10+ SOPs and KB articles to strengthen security incident handling and escalation response.

IT Support Technician | Lyric Opera House – Chicago, IL | Feb 2020 – May 2022

- Secured remote workforce during COVID-19 by deploying and supporting Fortinet VPN connectivity with endpoint compliance validation.
- Performed user account, email, and device investigations to assist in incident detection and remediation.

- Managed onboarding/offboarding, asset provisioning, and access control to align with cybersecurity and privacy principles.

Customer Service Tech | Uber Technologies – Chicago, IL | Aug 2016 – Mar 2019

- Delivered Tier 1/2 technical support for Apple-based software and mobile applications, escalating security-related issues (fraudulent accounts, access concerns).
- Supported high-volume ticketing in Jira/Zendesk, consistently meeting sub-24-hour resolution SLAs.
- Contributed to process improvements that reduced escalations and enhanced platform reliability.

CERTIFICATIONS

- CompTIA Security+ (2025)
- Cisco CCENT
- Google IT Support Certificate

CAREER HIGHLIGHTS

- Incident Response – CrowdStrike BSOD Event: Collaborated with IT leadership to restore uptime for 5,000+ users in under 12 hours by coordinating with company and staff to remove patches that were pushed by CW resulting in a widespread company outage of BSOD screens. (2024)
- VPN Configuration - Remote Workforce Transition - Lyric Opera House: Successfully migrated over 400+ staff to remote work during the COVID-19 Pandemic by deploying and supporting Fortinet VPN. (2020)
- Network Build for my SOHO network at home: Designed and deployed my own personal home network using Firewalla firewall + Orbi APs with VLAN + VPN isolation, simulating enterprise-grade security and monitoring 24/7 via smartphone. (2025)