



JESSICA DAVIS

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OBJECTIVE

Dedicated IT professional with a decade-long track record in delivering exceptional customer service. Proficient in technology deployment across manufacturing and office environments. Skilled in a diverse range of software applications including Autopsy, WireShark, and Snort, alongside expertise in managing various hardware systems such as CISCO and Extreme switches and routers, Aruba Access Points, and Dell Servers

EXPERIENCE

IT Technician | Auriga Polymer

2021-PRESENT

- Resolved hardware and software issues for seamless system performance.
- Addressed initial cybersecurity concerns and directed them to specialized personnel for resolution.
- Collaborated with T-Mobile/Verizon to manage and maintain company accounts effectively.
- Identified and resolved networking issues to ensure optimal connectivity.
- Managed the license server, overseeing the setup of employee IDs and allocation of licenses.
- Executed the activation and deactivation of client profiles in compliance with network protocols.
- Proficiently handled Dell, Apple, Brother, and HP products to support operational functionality.

Hearing Screener | Mednax

2020-2022

- Utilize Natus equipment for newborn screening purposes.
- Perform maintenance and troubleshoot malfunctions in Natus components to ensure seamless functionality.

Administrative Assistant | SPARTA Transit

2017-2021

- Utilized Microsoft Office applications to support various office operations.
- Conducted troubleshooting on bus coin receptacles to ensure their optimal performance.
- Managed and maintained TVM (Ticket Vending Machine) functionality through troubleshooting and maintenance tasks.

Office Manager | Bill Kirkland Heating and Air Conditioning

2012-2017

- Utilized Microsoft Office applications to uphold comprehensive office functionality.
- Managed payroll, Accounts Payable, and Accounts Receivable using QuickBooks.
- Maintained up-to-date permits in collaboration with local government authorities

EDUCATION

Bachelors in Science (CyberForensics) | Middle Georgia State University

MAY 2026

Associate in applied Science (Networking/Cybersecurity) | Spartanburg Community College

AUGUST 2023

Associate in Science | Greenville Technical College

AUGUST 2023

SKILLS

Network Protocols
Routing and Switching
Wireless Networking
Active Directory
Linux

Network Security
Operating Systems
Security Tools Awareness
Python
HTML/CSS/JavaScript

C++
Server Installation and Configuration
Ethical Mindset
Critical Thinking and Analytical Skills
Continuous Learning

ACTIVITIES

Engaged in various cybersecurity initiatives and challenges, including active participation in the NSA's Codebreaker Challenge, Try Hack Me's Advent of Cyber, and the National Cyber League Challenge. Regularly attended cybersecurity seminars to stay updated with industry trends and actively applied gained knowledge through coursework and practical projects.

To explore my current and previous projects, I invite you to visit my portfolio website at <https://coachjess823.github.io/html-portfolio/> or use the QR code below.

