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|  | Jessica Davis | | | | | | | |  |
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|  | IT Technician and Cybersecurity practitioner | | | | | | | |  |
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|  | CONTACT |  |  | PROFILE |  | | |  |  |
|  | 864-597-9450cyberjess823@gmail.com<https://coachjess823.github.io/html-portfolio/> | |  | Dedicated IT professional with a decade-long track record in delivering exceptional customer service. Proficient in technology deployment across manufacturing and office environments. Experienced in working with cybersecurity solutions such as Arctic Wolf, Sophos, and Cato systems. Skilled in software applications such as Autopsy, Wireshark, and Snort, with expertise in managing hardware systems including CISCO and Extreme switches and routers, Aruba Access Points, and Dell Servers. Actively participate in various cybersecurity competitions, including the NSA's Codebreaker Challenge, Try Hack Me's Advent of Cyber, and the National Cyber League Challenge. | | | | |  |
|  | SKILLS |  |  | EXPERIENCE | |  | |  |  |
|  | Network Security  Incident Response and Handling  Threat Detection and Analysis  Network Protocols and Standards  Routing and Switching  Wireless Networking  Security Tools Awareness  Network Configuration  Troubleshooting  Active Directory Management  Server Installation and Configuration  **Programming Languages:**  Python, HTML5, CSS, JavaScript, C++ | |  | **IT Technician – Auriga Polymer***2021-Present* As an IT Technician at Auriga Polymer, I resolve hardware and software issues to ensure seamless system performance. I address initial cybersecurity concerns and direct them to specialized personnel for resolution, working extensively with cybersecurity solutions such as Arctic Wolf, Sophos, and Cato systems. My role involves managing and maintaining company accounts in collaboration with T-Mobile/Verizon, identifying and resolving networking issues for optimal connectivity, and managing the license server for employee IDs and license allocation. I proficiently manage Dell, Apple, Brother, and HP products to support operational functionality. **Hearing Screener - Mednax***2020-2022* In my role as a Hearing Screener at Mednax, I utilized Natus equipment for newborn screening purposes. I performed maintenance and troubleshooting on Natus components to ensure seamless functionality and accurate results. **Administrative Assistant – SPARTA Transit***2017-2021* As an Administrative Assistant at SPARTA Transit, I supported various office operations using Microsoft Office applications. I conducted troubleshooting on bus coin receptacles and maintained Ticket Vending Machine (TVM) functionality through regular troubleshooting and maintenance tasks. **Office Manager – Bill Kirkland Heating and Air Conditioning***2012-2017* At Bill Kirkland Heating and Air Conditioning, I served as the Office Manager, maintaining comprehensive office functionality using Microsoft Office applications. I managed payroll, Accounts Payable, and Accounts Receivable using QuickBooks, and collaborated with local government authorities to maintain up-to-date permits. | | | | |  |
|  | EDUCATION |  |  |  |
|  | **Middle Georgia State University**May 2025 Bachelor of Science  (Cyber Forensics) **Spartanburg Community College***August 2023* Associate in Applied Science  (Networking/Cybersecurity) **Greenville Technical College***December 2023* Associate of Science | |  |  |

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| Certifications |
| Test Out Security Pro – May 5, 2024  |  | | --- | | competitions | | 2024 NCAE Cyber Games: Team Lead 4th Place 2023 Try Hack Me’s Advent of Cyber  2023 NSA’s Codebreaker Challenge  2023 National Cyber League Challenge | | |  | | | |