CONNOR E. JAY

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SKILLS

Certifications: Cisco CCNP Enterprise (in progress), Cisco CCNA, CompTIA A+, OSHA 10 Hours General Industry Safety

Technologies: Active Directory, Group Policy, vSphere / vCenter, Hyper-V & Proxmox VE, Kaseya Suite & NinjaOne

WORK EXPERIENCE

Junior Solutions Engineer   South Burlington, VT
SimpleRoute   March 2025 - Present

- Provided support via Datto RMM & other Kaseya products to our clients which widely vary in size and structure.
- Deployed network appliances to client sites with technical accuracy while staying within budget guidelines.
- Spearheaded the deployment of an automated network documentation platform to 40 clients over the 2025 summer.
- Actively performed on the highest escalation team, solving advanced issues and providing guidance to lower teams.

Network Systems Engineer   Burlington, VT
Senator Leahy Center for Digital Forensics and Cybersecurity   September 2023 - March 2025

- Promoted in September 2024 to the team lead due to my overall impact, qualifications, and work performance.
- Managed nine essential ESXi hosts and 200+ virtual machines to ensure the successful operation of the Leahy Center.
- Utilized NinjaOne to provide help-desk support and ensure satisfaction for 5 Vermont-local non-profit organizations.
- Developed delegation skills within a team of five engineers and grouped teammates per task to maximize productivity.

IT Support Technician   Fort Washington, PA
Fort Washington Corporate Benefits Services   September 2021 - August 2023

- Provided direct hardware and software support to fellow employees, eg. troubleshooting software and print driver issues.
- Securely wiped decommissioned computers over the transition of ownership via the 5220.22-M ECE 7-pass standard.
- implemented simple backup solutions during the transition & onboarded leadership on how to use the backups.

PROJECTS

Lab Owner   Burlington, VT
The Commonality Lab Environment   October 2024 - Present

- Designed and operated a comprehensive network lab for students who seek to further develop their industry skills.
- Deployment upgrade to a large-scale three-tier lab network planned for completion in early August.
- Proxmox virtualization platform hosting an enterprise environment of both Windows Server & Linux VMs.
- Redundant Domain Controllers, NPS, Certificate Signing Servers, CCNP Network Simulation server, and more.

EDUCATION

Bachelor's of Science in Computer Networking and Cybersecurity   Burlington, VT
Champlain College   Anticipated May 2026

- NET-499 - Personalized & self-directed Cisco 350-401 ENCOR preparatory course with weekly faculty consultations.
- Configuring virtualization, network infrastructure & services, security and automation technologies in my personal lab.
- Developing time management, accountability, and technical presentation skills through faculty consultation sessions.