

# ANDREW JORDAN

Chicago, IL 60660

drewjordan404@gmail.com

314-660-1335

Organized and dependable candidate  
successful at managing multiple  
priorities with a positive attitude.  
Willingness to take on added  
responsibilities to meet team goals.

## Skills

- Intrusion and Threat Detection Security Monitoring
- Hardware & Networking Operating Systems DOS & Unix
- Incident Response
- Compliance Monitoring
- Application security
- Helpdesk call support
- System enhancement
- IT Security Management
- System Configuration
- Desktop support

## Work History

### SOC Analyst Internship

*Discover Financial Services, Chicago | June 2024 - August 2024*

- Conceived, developed, tested, and deployed security alerts that successfully identified Indicators of Initial Access Brokers (IABs) on the company's network
- Leveraged a suite of cybersecurity tools including SentinelOne, Splunk, ThreatWire, Bricatta, and Demisto to monitor, analyze, and respond to security incidents
- Assisted in the analysis and triage of security incidents, contributing to the overall security posture and threat response strategy
- Worked closely with senior analysts and other departments to refine alert criteria and improve detection capabilities
- Documented alert development processes, created detailed incident reports, and provided recommendations for future improvements.

### IT Support Specialist

*Loyola University Chicago, Chicago | August 2022 - Current*

- Assist users with hardware/software issues, ensuring minimal downtime and enhanced productivity
- Update drivers, maintaining system efficiency and reducing troubleshooting time

- Designed AV systems for classrooms, improving learning environments
- Built classroom AV systems, enhancing educational technology infrastructure.

## Technician

*South City Computers, St. Louis | February 2017 - May 2017*

- Delivered technical support for hardware/software issues, ensuring client satisfaction through clear communication
- Diagnosed and repaired PCs, laptops, and peripherals, leading to high-quality technical resolutions
- Performed system installations, updates, and maintenance, enhancing system reliability and performance
- Provided user-friendly advice, fostering repeat business and strong customer relationships.

## Education

BA in Cybersecurity

*Loyola University Chicago, Chicago | Expected in December 2025*

- A+ at CompTia
- Full Stack Web Development at Northwestern University School of Professional Studies
- PC Pro at TestOut