

817-965-7116

eric@ericjumper.net

www.jumperlink.net

# ERIC JUMPER

## OBJECTIVE

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Motivated NOC Technician with unique skills in risk management, troubleshooting and procedural discipline seeking an entry-level role where I can leverage knowledge and skills gained through my certifications and home labs to contribute to reliable and efficient IT operations at your company.

## CERTIFICATIONS

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- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Microsoft Applied Skills: Admin. AD DS

## EDUCATION

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- Oklahoma State University** 2017 - 2021
- *Aerospace Administration & Operations: Aviation Management, BS*
  - Commercial Pilot Multi-Engine Certification

## HANDS-ON-EXPERIENCE

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Documentation at <https://jumperlink.net/>

### Network Operations

- Deployed LibreNMS to monitor uptime, bandwidth, latency and device health of my home server.
- Configured Graylog for centralized log aggregation with event-based alerting.
- Polled SNMP across network devices with traps for proactive monitoring.

### Linux Server Administration

- Implemented SSL/TLS certificate management using Let's Encrypt and key based SSH to encrypt all public communication.
- Configured UFW with restart limits, CrowdSec with per-service jails, Geo-Blocking and AdGuard Home for an attack resistant network.
- Added DNS rewrites with AdGuard Home and nginx reverse proxy redirection for seamless HTTPS routing.

### Windows 11, Windows Server and Active Directory Domain Services

- Deployed Active Directory, configured DHCP, DNS and RRAS for NAT.
- Centralized authentication, added GPOs and assigned FSMO roles.

### Transferable Aviation Skills

- Extensive training in risk management, effective communication and regulatory compliance. Hands on experience with prioritizing large workloads in high pressure situations, procedural discipline and troubleshooting.

## WORK EXPERIENCE

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### Jump Designs 2024 - 2026

- *IT Technician* | Provided desk-side support, resolved Windows 11 installation blockers, remediated browser extension based malware and upgraded Wi-Fi network with more than a triple speed increase.

### BJ's Restaurant and Brewery 2023 - 2024

- *Line Cook* | Handled orders, trained new hires and followed strict SOPs.

### OSU Parking and Transportation Services 2018 - 2022

- *Operations Assoc.* | Handled Customer complaints and maintenance requests.