

# ERIC JUMPER

## OBJECTIVE

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Motivated IT professional with strong troubleshooting skills seeking an entry-level role where I can leverage the skills I have gained from 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+
- AWS Certified Cloud Practitioner
- 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

## SKILLS

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### Networking Fundamentals

- Configuring routers
- Configuring firewalls
- Configuring DNS records
- TCP/IP addressing & subnetting
- Administering via SSH
- Setting up dynamic DNS

### Windows Systems Administration

- Supporting Windows 10/11
- Administering Windows Server.
- Configuring Windows Server roles
- Configuring DNS/DHCP

### Active Directory Domain Services

- Creating Domain Controllers
- Configuring security policies
- Assigning FSMO role
- Creating OUs & GPOs
- Configuring DHCP and DNS
- Making admin, user & computer accounts

### PC Hardware & Peripheral Troubleshooting

- Troubleshooting printers
- Diagnosing desktop & mobile issues

### Linux Server Administration

- Configuring network interfaces
- Managing files permissions

### IT Ticketing Systems & Documentation

- Creating, Assigning & Closing Tickets in Peppermint

### Transferable Aviation Skills

- Risk assessment & mitigation
- Task & resource management
- Effective communication
- Procedural discipline & troubleshooting
- Human factor awareness
- Regulatory compliance

## WORK EXPERIENCE

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| <b>BJ's Restaurant and Brewery</b>         | Line Cook            | 2023 – 2025 |
| <b>Door Dash</b>                           | Driver               | 2021 – 2023 |
| <b>OSU Parking/Transportation Services</b> | Operations Associate | 2018 – 2021 |