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# Eric Jumper

## SUMMARY

NOC Technician with CompTIA Security+ and Network+ and hands on experience with LibreNMS, Graylog, SNMP, Windows Server and Linux Administration.

## CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+

## EDUCATION

### Oklahoma State University

2017 - 2021

- Aerospace Administration & Operations: Aviation Management, BS
- Commercial Pilot Multi-Engine Certification

## HANDS-ON-EXPERIENCE

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

- Manage containerized services via Docker Compose, including cross-host migrations and network troubleshooting.
- Implemented SSL/TLS certificate management using Let's Encrypt, DNS rewrites with AdGuard Home and Nginx reverse proxy redirection for seamless HTTPS routing.
- Configured UFW with restart limits, CrowdSec with per-service jails and Geo-Blocking for an attack resistant network.

### 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

- FAA trained in risk assessment, regulatory compliance and procedural discipline; directly applicable to NOC runbook adherence, change management and SLA compliance. Also trained in task management and clear communication under time critical conditions.

## WORK EXPERIENCE

### Jump Designs

2024 - 2026

- *Contract IT Support* | Provided desktop support for 5 person graphic design business. Diagnosed and resolved Windows 11 upgrade blockers, remediated browser extension based malware and replaced legacy Wi-Fi infrastructure, tripling network throughput.

### 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.