

817-965-7116

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www.jumperlink.net

ERIC JUMPER

OBJECTIVE

Motivated IT Support Technician 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

- CompTIA A+
- CompTIA Network+
- AWS Certified Cloud Practitioner
- Microsoft Applied Skills: Admin. AD DS

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/#homelabs>

Windows 11, Windows Server and AD DS

- Deployed and maintained Active Directory Domain Services and configured DHCP, DNS and RRAS for NAT.
- Implemented centralized authentication, set fine-grained password policies, enforced security compliance with GPOs and assigned FSMO roles.
- Automated Windows 11 deployment using MDT.

Ubuntu Linux Server

- Built and operate a self-hosted cloud platform with Nextcloud, Collabora Online and Open WebUI Docker containers.
- Implemented automated SSL/TLS certificate management using Let's Encrypt, certbot and nginx reverse proxy, ensuring continuous HTTPS security for public-facing services.
- Configured UFW with custom nftables and WireGuard VPN for secure remote administration.
- Established automated backup and health monitoring systems using systemd services and cron jobs.
- Overcame router limitations preventing internal access to public domains by configuring AdGuard Home DNS rewrites and nginx reverse proxy redirection for seamless multi-service HTTPS routing.

Virtual Machines

- Created isolated virtual network environments using VirtualBox with NAT and internal network configurations.

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

BJ's Restaurant and Brewery 2023 - 2025

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

OSU Parking and Transportation Services 2018 - 2021

- Operations Assoc. | Handled tickets and coordinated maintenance requests.