Jacob Jeong

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EXPERIENCE

Rutgers University | **New Brunswick, NJ**

IT Help Desk | Jan. 2023 - May. 2025

- Managed incident response with quick decision-making in stressful environment.
- Reduced average ticket resolution time by 20 % through efficient troubleshooting and proactive follow-ups
- Assisted in onboarding over 300 + new users by configuring devices, setting up accounts, and explaining Rutgers IT systems

EDUCATION

Rutgers University | **New Brunswick, NJ**

Bachelor of Art in Computer Science | Sep. 2022 - May. 2025

GPA: 3.4 / 4.0

Relevant Courses: Object-Oriented Programming, Data Structures, Data Science 439, Software Methodology, Data Management for Data Science, Microeconomics, Computer Architecture, Discrete Structures, Systems Programming, Integral Calculus, Design & Computer Algorithms,

Activities: Dean's List, Rutgers CyberSecurity Club, Korean Student Association, Division 3 Soccer (Feb 2022 - May 2022), RU Club Soccer (Nationally Ranked)

TECHNICAL SKILLS

Security Tools: Wireshark, NMap, Ghidra
Languages: Java, Python, C, SQL, JavaScript, HTML/CSS, C#, Bash (Learning)
Developer Tools: Node.js, Git, Linux, IntelliJ, VS Code, React, JUnit, PowerShell
Certifications: CompTIA Sec+, Google Cybersecurity Certification

PROJECTS

Database Development and Data Analytics | *Java*
* Developed and implemented a functional database utilizing JDBC (Java Database Connectivity), with an integrated user interface, successfully integrated online data using key.
* Conducted data analytics for a website with hundreds of users, utilizing various tools and techniques to extract valuable insights and inform business decisions.
* Maintained data integrity and security through regular backups, data validation, and access controls.
* Continuously improved database performance by optimizing queries, indexing, and data storage strategies.

Wifi Network Configuration | *Linux, Firewall, VPN*
* Designed and built a router with integrated firewall capabilities, ensuring secure packet transmission between devices and preventing unauthorized access to the network.
* Configured and tested Virtual Private Network (VPN) functionality to provide encrypted remote access, enhancing data security during transmission.
* Applied vulnerability assessment techniques to identify weaknesses in the router's security protocols, implementing mitigation strategies to minimize risks.

DNS Cache Monitoring System | *PowerShell, Python, Virus Total API*
* Developed and implemented a Windows-based solution to periodically extract and store cached DNS entries using PowerShell scripts and Windows APIs.
* Designed an automated alert system to notify admins in real time upon detecting malicious IPs, reducing response time to threats.
* Integrated VirusTotal Community API to assess DNS entries for potential malicious activity, enhancing security monitoring capabilities.