Jason Hazenfield

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I have ten successful years of military experience where I have held positions as a technician, instructor, work center supervisor, and program manager. I recently graduated from Kennesaw State University B.S. in Information Technology. I am currently a full-time KSU student earning a M.S. in Cybersecurity.
 Authorized to work in the US for any employer

Experience

Sheriff's Deputy
Cobb County, Georgia - June 2021 to Present
• Managed prisoners and maintained continual visual surveillance of inmates.
• Monitored and controlled all inmate activities regarding movement.
• Subdued unruly and resisting inmates and managed interpersonal conflicts to maintain order.
• Performed searches of inmates to detect concealed weapons and contraband.
• Transported inmates to/from assigned locations while ensuring safety and security during transport.
• Processed incoming detainees by conducting searches, photographing, fingerprinting, and creating identification cards.
• Conducted hourly security and surveillance rounds to monitor inmates, facilities, equipment, and systems.
• Attended various training as assigned.

Technical Support Analyst
YuJa Inc. – San Jose, California (Remote Work from Marietta, Ga)
September 2020 to June 2021
• Used multi-tier ticketing systems to track, resolve, or escalate client and customer problems.
• Provided first-line support by answering client or customer phone calls and emails.
• Scheduled virtual meetings with clients and customers using remote access tools, troubleshot, diagnosed, and fixed miscellaneous software/hardware issues.
• Integrated company software system tools with various, third-party software systems.
• Formed testing scenarios using various staging environments for Release Candidate testing, recreating, and investigating problems, and confirming bugs.
• Created and edited front-end webpage content for support.yuja.com.
• Technical writing and image editing to create visual, step-by-step user guides for navigating software systems and using system tools.
• Gathered information and presented reports to the Support Team, Managers, Chief Business Officer, and CEO during weekly meetings.

Full-Time Undergraduate Student of Information Technology
Kennesaw State University - Marietta, GA
September 2017 to July 2020
• Solved problems using Java, Python, HTML, CSS, JavaScript, PHP, SQL, and BASH.
• Completed projects with Kali Linux (Wireshark, Nap, Metasploit, Aircrack-ng, etc.).
• Worked as the Lead, Full-Stack Developer on a web application project that was selected among
many others by the Dean of the college to be presented on KSU's "C-Day". The project files and other details can be viewed here:
https://github.com/NoMagicMike/KSU-PMO-Capstone
• Became a member of Upsilon Pi Epsilon, The International Computer Science Honor Society
• GPA = 3.74.

First Class Petty Officer, U.S. Navy [E-6]
Various Locations - July 2007 to March 2017
• Previously held, and still eligible to hold a secret government clearance.
• Provided end-user tech support for desktop/laptop computers, mobile devices, and
multifunctional devices.
• Acted as the liaison between over 200 end-users, the IT service desk, vendors, upper echelon CTRs,
and NMCI support.
• Resolved or escalated issues with end-user accounts, devices, and the LAN.
• Ordered and issued Secret Internet Protocol Router tokens for Trusted Agents.
• Assisted with the set-up and testing of over 120 NMCI assets during a tech refresh.
• Populated and submitted Move Add Change (MAC) requests.
• Worked in Active Directory, granted and controlled user permissions IAW the principle of least privilege.
• Compiled and investigated data, generated reports, presented information to upper management during weekly meetings and to upper echelon commands during monthly teleconferences.
• Managed 340 Citibank Government Travel Card accounts, held the region's lowest delinquency rate.
• Processed travel authorizations and vouchers in support of military mobilizations, liquidated over $3 million.
• Assembled and supervised teams, scheduled tasks, and sustained accountability for all periodic maintenance.
• Facilitated and conducted various monthly trainings for over 200 personnel.
• Developed standard operating procedures based on regulations held by the U.S. Navy and the State
of Hawaii.

Education
M.S. in Cybersecurity

Kennesaw State University - Marietta, GA – August 2021 to present
B.S. in Information Technology
Kennesaw State University - Marietta, GA – September 2017 to July 2020
A.A. in Supervision and Management
Coastline Community College - Orange County, CA, US – August 2014 to December 2016

Skills

• Written and Verbal Communication, Public speaking, Attention to Detail, Administration, Interpersonal skills, Critical-Thinking, and Customer Service. (10+ years)
• Program and Team management (8 years)
• Proficient with Windows Operating systems and Microsoft Office Suite. (6 years)
• Familiar with macOS. (3 years)
• Familiar with Kali Linux and Bash. (3 years)
• Familiar with Java, Python, PHP, HTML, CSS, SQL. (3 years)
• Technical Support/Troubleshooting (3 years))