Joseph Jordan

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🪪 PROFESSIONAL SUMMARY

Security-focused IT professional with **CompTIA Security+** and **CySA+** certifications, supporting DoD operations with hands-on experience in **Active Directory**, access control, and incident response. Eager to transition into a dedicated cybersecurity role.

📚 COURSES

Bachelor of Science in Computer Information Systems,
Northwestern State University
05-2026
3.5 GPA
President's List *Fall/2024*
President's List*Spring/2025*

📇 CERTIFICATES

- CompTIA Security+

- CompTIA A+

- CompTIA CySA+

🔨 SKILLS

Technical Support:
- Diagnosing and resolving technical issues, providing remote and on-site support.

Security & Compliance:
- CompTIA Security+, CySA+
- DoD RMF, NIST 800-53, STIGs
- Vulnerability Management (ACAS/Nessus)

Networking & Access Control:
- Role-Based Access Control (RBAC)
- MFA / Identity & Access Management
- DNS, DHCP, TCP/IP Fundamentals

Systems & Tools:
- Active Directory / Group Policy
- Splunk, HBSS, ACAS (Tenable Nessus)
- Windows Server Administration

Professional & Soft Skills:
- Security Awareness Training Support
- Cross-Team Collaboration with ISSOs/ISSMs
- Strong Troubleshooting & Documentation

💼 EXPERIENCE

Help Desk Technician ll, *Valiant*
02-2025 — present | Leesville, La
- Troubleshoot and resolve hardware, software, and network issues for end users to ensure minimal disruption.
- Manage user accounts, permissions, and group policies using Active Directory to maintain secure access controls.
- Provide remote and in-person technical support while maintaining clear communication with users.

Field Support Tech IFA, *H&R Block*
08-2024 — 02-2025 | Alexandria, La
- Diagnosed and repaired computer hardware and peripheral devices to maintain office productivity.
- Installed, updated, and configured software in accordance with company policies.
- Coordinated with team members to troubleshoot network and connectivity issues.

Freelance IT Technician, *Work Market*
07-2024 — present
Alexandria, La, United States
- Provided on-demand technical support and troubleshooting for various clients, ensuring high customer satisfaction.
- Installed, repaired, and upgraded computer hardware and software across diverse environments.
- Conducted diagnostic assessments to identify and resolve system performance issues.
- Managed client relationships by communicating technical information in clear, understandable terms.

Java Developer, *Walmart Global Tech*
12-2022 — 05-2023 | remote
- Developed and maintained Java-based applications to support business operations.
- Collaborated with cross-functional teams to design software solutions aligned with user requirements.
- Conducted code reviews and performed unit testing to ensure software quality and reliability.