

Joseph Jordan

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<https://www.josephisgifted.com>

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 II, Valiant

02-2025 – present | Leesville, La

- Collaborated with network engineers to assist with basic networking tasks such as switch configurations and cabling support.
- Manage user accounts, permissions, and group policies using Active Directory to maintain secure access controls.
- Supported the Information System Security Officer (ISSO) by assisting with security hardening procedures, including implementing STIGs and maintaining system compliance.

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.

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.