

# Jorden Plaines

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Cybersecurity and IT Specialist | Vulnerability Management | Portfolio: <https://plaines.tech>

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Motivated hands-on cybersecurity professional with experience in system configuration, network troubleshooting, and vulnerability scanning. **Built and documented multiple security labs (Active Directory, Vulnerability Scanning)** demonstrating technical depth and attention to detail. Currently pursuing CompTIA Security+ certification.

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## Certifications

- Google IT Support Professional Certificate – *Coursera*
  - CompTIA Security+ – *In Progress (Expected December 2025)*
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## Technical Skills

Windows Server • Kali Linux • Nmap • Nessus • Wireshark • Active Directory • GPO • PowerShell • Bash • Network Configuration (DNS, DHCP, VLANs) • Vulnerability Scanning • System Hardening

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## Projects

*Selected hands-on projects showing practical cybersecurity, networking, and system hardening skills.*

### 1. Personal Portfolio Website – <https://plaines.tech> |

- <https://github.com/jplaines/plaines.tech>
- Built a responsive personal website from scratch using **HTML5**, **CSS3**, and **GitHub Pages** for hosting.
- Implemented clean UI/UX design principles and version control with **Git** and **GitHub**.
- Showcases projects, certifications, and hands-on labs.

### 2. Active Directory Home Lab – <https://plaines.tech/ad-lab.html>

- Designed and deployed a Windows Server 2022 AD lab using virtual machines on macOS and Parallels.
- Implemented user/group management, DNS, domain joining, and GPO enforcement for control panel, registry, and command prompt restrictions.

- Documented full project lifecycle with step-by-step guides, screenshots, and technical explanations.

### 3. **Vulnerability Scanning & Hardening Lab** – <https://plaines.tech/vuln-lab.html>

- Conducted a comprehensive network and system vulnerability scan using **Kali Linux, Nmap, and Nessus** against a Windows 11 target.
  - Identified misconfigurations, open ports, and outdated services, then applied remediation steps and rescanned to verify patch success.
  - Documented the entire process with screenshots, analysis, and validation reports for inclusion in portfolio and technical demonstration.
  - Gained hands-on experience in vulnerability management, system hardening, and secure configuration practices.
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## **Professional Experience**

### **Metronet** – Remote

*Residential Technical Support Associate* | Aug 2025 – Present

- Diagnose and resolve customer connectivity issues involving routers, ONTs, and home networks, ensuring reliable and secure internet service.
- Configure Wi-Fi networks (2.4GHz, 5GHz, 6GHz) including SSID setup, channel optimization, and static IP assignments.
- Provide Tier 1 technical support with escalation to Tier 2 for complex incidents, documenting steps and solutions in ticketing systems.
- Educate customers on secure network practices such as strong password use, firmware updates, and safe device management.
- Collaborate with operations during outages and service degradations, assisting with incident response and customer communication.

### **Health Advocate** – Remote

*Customer Care Associate* | Jan 2024 – August 2025

- Assist members with navigating healthcare systems, ensuring clarity and satisfaction.
- Resolve inquiries efficiently while maintaining accurate system records.
- Completed extensive training in customer support and technical systems.

### **Apple** – Newark, DE

*Specialist* | Jul 2022 – Jan 2024

- Delivered product knowledge and solutions tailored to customer needs.
- Conducted one-on-one and group training sessions on Apple devices and ecosystem.
- Supported technical troubleshooting, improving overall customer experience.

- Delivered personalized device setup and troubleshooting, ensuring secure configurations and data privacy for users.
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## **Education**

### **A.S. in Information Technology & Systems**

Delaware Technical Community College • July 2024 - Current

- GPA: 4.0 • Dean's List (Summer & Fall 2023)
  - Phi Beta Kappa Honor Society, 2024
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