

Jorden Plaines

Dover, DE 19904 • (718) 344-1273 • jordenplaines@outlook.com

Cybersecurity & IT Support Specialist

Motivated and IT-savvy cybersecurity professional with hands-on experience in technical support, system configuration, and threat awareness. Strong foundation in Windows systems, networking, and security principles, with current focus on vulnerability scanning, system hardening, and red team fundamentals. Actively preparing for the CompTIA Security+ certification with plans to pursue eJPT in 2025. Known for excellent communication, adaptability, and a drive for continuous improvement in high-demand environments.

Technical Skills

- **Operating Systems:** Windows, Linux, MacOS
 - **Networking:** TCP/IP, DNS, DHCP, Wireless Standards, Basic Network Security
 - **Tools:** Active Directory, Command Line, Ticketing Systems
 - **Support & Troubleshooting:** Hardware Diagnosis, Software Installation, Customer Support, System Configuration
 - **Cybersecurity:** Basic Cryptography, Threat Awareness, Preventive Security Practices
-

Certifications

- Google IT Support Professional Certificate – Coursera, Nov 2023
- CompTIA Security+ – In Progress (Expected July 2025)

Professional Experience**Health Advocate – Remote**

Customer Care Associate • Jan 2024 – Present

- 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.

Best Buy Geek Squad – Dover, DE

Home Theater Cadet • Oct 2021 – Jul 2022

- Installed and networked home theater equipment in client homes.
- Provided on-site technical support and diagnostics.
- Educated clients on device use, safety, and protection options.

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
-