

John Pennie

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EDUCATION

DePaul University

Bachelors of Science in Cybersecurity & Computer Science

Minor in Computer Science

- GPA: 3.8/4.0

EXPERIENCE

IT Operations Analyst

April 2023 - Present

Ulta | Chicago, IL

- Provide Tier 2 support for Windows workstations, login issues, application errors, and network connectivity problems in both store and office environments.
- Create and manage user accounts in Active Directory and Microsoft 365, including MFA setup and permissions.
- Install and update software on workstations to keep systems secure and running properly.
- Monitor backups and storage on file servers and assist with recovery testing when needed.
- Support endpoint security by verifying BitLocker encryption, antivirus protection, and vulnerability patching.
- Support VPN access and remote connectivity for off-site users.
- Monitor security alerts using SIEM and EDR tools (Splunk, Defender) and escalate potential threats based on severity.
- Maintain clean documentation for systems, procedures, and recurring issues.

Tech Support

Jan 2021 – Feb 2023

Prospect Air Services | Chicago, IL

- Handled daily support tickets for laptops, tablets, and radios, taking care of both hardware and software issues.
- Tracked IT assets and assisted with equipment refresh cycles and system replacements.
- Built a centralized backup system using TrueNAS for company data storage and recovery.
- Secured mobile devices with updates, passcodes, and basic security policy enforcement.
- Created network and server rack diagrams for infrastructure documentation.
- Assisted with malware detection testing using SIEM tools and sandbox environments.

SKILLS

Systems Administration

Windows Server (ADDS, DNS, DHCP), Group Policy, Linux Administration, Endpoint Imaging

Infrastructure & Virtualization

TrueNAS, virtual machines, backup monitoring, hardware lifecycle management

Security Operations

Splunk (SIEM), Defender for Endpoint, CVE tracking, vulnerability remediation, log monitoring, incident escalation

Cloud & Identity

Microsoft 365 Admin, Azure AD, Exchange, Teams, MFA enforcement, Access Reviews

Networking

TCP/IP, DNS, DHCP, VPN troubleshooting, firewall rules, OpenWRT security policies

Scripting

PowerShell for automation, basic Bash scripting