Toshon Jennings, IT Management & Network Security

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PROFESSIONAL SUMMARY

Creative IT professional with experience in managing multi-campus technology infrastructure, data security, and process design. Proficient in leveraging AI tools and emerging technologies to optimize productivity and enhance organizational resilience. Skilled in incident response, asset management, network administration, and service delivery.

CompTIA Security+ and ITIL v4 certified, with a foundation in front-end web development, scripting, and automation.

Builder and steward of CAps—a portable cross-platform verification tool for user trust and file integrity. Tech angel, mentoring future tech professionals while maintaining cockpit-wide consistency and transparency.

APPLICABLE EXPERIENCE

THE CITY SCHOOL, *Philadelphia, PA*   Sep 2022– Present

I.T. COORDINATOR, Aug 2023 - Present
- I have directed management of org configuration items, processes, and practices, resulting in optimized operations, improved response times, and improved productivity:
  - Streamlined hardware **asset management** by incorporating a software management system (AssetTiger).
  - Implemented **incident management** protocols, decreasing resolution time by 20%.
  - Overhauled **service management** processes, improving user satisfaction by over 95%.
  - Enhanced **service request management** efficiency, significantly reducing backlog and increasing resolution times, as well as instituting a new ticketing system (Raiseaticket).
  - Developed comprehensive documentation and knowledge base, improving incident resolution over 2 hours per case.
  - Conducted thorough network activity monitoring, identifying threats via Google Admin and Darktrace
  - Managed local network administration, decreasing network downtime and downtime events significantly.
  - Chromebook repair: Saved thousands of dollars in replacement costs during year one (48 devices) and ensured a Chromebook for an additional 2.5 classes.
- **Applications:** AssetTiger, GoGuardian, Google Admin, Google Workspace, IXL, LibreOffice, MS Office 365, Qualys Browser Check, Raiseaticket, Recovery Extension Tool, Rediker (PlusPortals), Wireshark
- Facilitated elementary level Chess Club (fall, winter)

TEACHER, Jan 2023 - July 2023
- Co-taught Responsive Classroom instruction for first grade, integrating technology to enhance learning.
- Managed and integrated all technological aspects of classroom instruction, improving student engagement.
- Facilitated elementary level Chess Club, improving student strategic thinking skills.

TEACHER AIDE, Sept 2022 - Dec 2022
- Assisted primary instructor with Responsive Classroom instruction for kindergarten, enhancing learning outcomes.

CAps™, PRODUCT STEWARD & TRUST PIPELINE ARCHITECT, *Input Correction App*   Jul 2025– Present

- Created an open-source Windows trust-verified text-correction utility (CAps™) built in AutoHotkey v2, designed to help users fix double-capitalization errors quickly
- Designed cockpit interface with sticky headers, favicon parity, and anchor-linked FAQs
- Refined UX and visual polish across homepage, onboarding, and verification guide

- Documented triggers, use cases, and technical notes for cockpit transparency
- Open-sourced project with licensing, version control, and trust-forward framing
- Tech stack: PowerShell, AutoHotkey v2, GitHub/Pages, HTML/CSS/JavaScript, Markdown

CERT-READY TECHNOLOGY ACADEMY, LLC, FOUNDER & MANAGING DIRECTOR, *Philadelphia, PA*   Jun 2025– Present
- Launched a career-focused tech academy for middle school, high school, and adult learners
- Design and facilitate certification-first pathways for students to earn industry credentials alongside diplomas
- Develop curricula aligned to CompTIA, Microsoft, and other certifying bodies
- Building partnerships to expand access to tech careers and serve underrepresented communities
- Leading instructional strategy, platform selection, and outreach initiatives

SAY YES TO EDUCATION, PROGRAM ASSISTANT, *Philadelphia, PA*   Nov 2011 – Jun 2018
- Mentored and tutored MS, HS, and college students (various subjects), consisting of improving academic performance for students at all grade levels
- Interacted with HS and college/university staff and faculty to help coordinate academic interventions or other school/campus issues in alignment with FERPA

SANKOFA FREEDOM ACADEMY CHARTER SCHOOL, INSTRUCTOR, *Philadelphia, PA*   Oct 2015 – Jun 2017
- Co-taught MS math (year one) and taught Honors Algebra (I and II) and Pre-Algebra (year two), successfully achieving improvements in standardized test scores and academic performance
- Facilitated MS and HS Chess Club activities, as well as SAT Prep
- **Applications:** PowerSchools, IXL, Khan Academy

CREDENTIALS

CREDENTIAL	VENDOR	DATE PASSED	CANDIDATE ID/REG. NO.
A+ 220-1101	CompTIA	—	*In progress*
A+ 220-1102	CompTIA	Jul 2023	454739851
Foundations	ITIL 4	Mar 2024	9980075910883929
Network+	CompTIA	—	*In progress*
Security+	CompTIA	May 2022	COMP001021956324
Certified Coach	GoGuardian	Apr 2024	*Certificate*
Python 3	StudioWeb	Jan 2021	*Certificate*

EDUCATION

WESTERN GOVERNORS UNIVERSITY
I.T. MANAGEMENT, BS/MS *(In progress)*

NEXGENT
CYBER SECURITY SPECIALIST: NEXGENT INFORMATION SECURITY PROFESSIONAL (NISP)
- Intensive 24-week (480-hour) military-grade engineering and cybersecurity program
- **Skills:** Network Architectures and Networking for Cyber Security, Cyber Range Testing, Labs, Service Proposal, and Skills Qualification Check
- **Practice Labs by ACI Learning:** Virtual cyber lab environment featuring a library of modules including lessons on cryptography, Windows administration, port and process monitoring, vulnerability scanning, incident response, and more.

THINKFUL
USER INTERFACE/USER EXPERIENCE (UI/UX) DESIGN
- Finished comprehensive coursework in UX research, UI design, accessibility, and tools like Figma and Webflow

- Practiced wireframing, visual hierarchy, design systems, and human-centered prototyping
- Applied training toward a real-world portfolio capstone focused on usability and iterative design

TOOLKIT

AI Fluency & Architecture

GPT-4 (incl. custom GPTs), Claude, Copilot, Perplexity, NotebookLM, Leonardo, DALL·E, Albus, Dashtoon
Expertise in prompt engineering, workflow automation, instructional design, and cross-model comparison

DESIGN & USER EXPERIENCE

Adobe Creative Suite, accessibility, brand development, Canva, Figma, information architecture, no-code, plain-language documentation, product design, typography, UI design, usability, UX research, visual design

CYBERSECURITY & INFRASTRUCTURE

- Active Directory, AWS, Linux, Oracle Cloud, Snort, Wireshark, Nmap, GoGuardian, OSINT
- Service management, security monitoring, penetration testing, incident response, virtualization

PROGRAMMING & SCRIPTING

PowerShell, Python, Bash, HTML, CSS, JS, SQL, XML, MD, TypeScript, PHP, Google Apps Script, Docker

KNOWLEDGE MANAGEMENT

Obsidian, Logseq, Notion, Whimsical, Scrivener, Craft

CHESS TOOLS

Chess.com, DecodeChess, Stockfish, Chess Study via Obsidian, ChessKids