Jason Sherwood

Active secret clearance
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PROFESSIONAL SUMMARY

Security+ Certified IT professional, highly motivated and productive in team environments as well as independently. Proven customer service abilities; developing a solid rapport with customers; gaining an understanding of and meeting their needs. Employing strong leadership techniques to generate an accomplishment-driven workplace, resulting in employee loyalty, corporate success and customer satisfaction.

TECHNICAL SKILLS & TRAINING

- Risk Management
- Encryptions
- Classless IP Addressing
- Network Security
- Wired & Wireless Security
- Network Troubleshooting
- Installation of software, hardware & printers
- Malware Prevention & Detection
- Computer Diagnostics & Repair

Systems: Windows 7/8/10, Mac OS X, iOS, DNS and DHCP, Network, Physical and Logical Security, Network Standards and Protocols, IPS/IDS Intrusion Prevention System and Intrusion Detection System

Hardware: Disassemble and Reassemble desktop PCs, RAM, Hard Drives, Motherboard, Network Interface Cards, and Processors

Software: Microsoft Firewalls, Identify types of Malware, Adobe Acrobat XI Professional, Scripting with Visual Basic, Classless IP Addressing

EDUCATION & CERTIFICATIONS

Associate's Degree in Applied Sciences Network Administration and Cybersecurity Program | MyComputerCareer | April 2021

Certifications Earned | CompTIA A+ CE, CompTIA Security+ CE, Microsoft Technology Associate: Security Fundamentals, Microsoft Technology Associate: Network Fundamentals, Microsoft Technology Associate: Server Fundamentals

EMPLOYMENT HISTORY

Senior CPU Support - Contractor | Allyon Inc. | September 2021 – Present
- Working at US Army Corps of Engineers
- Renewed secret clearance for support operations
- PC Refresh project
- Local and remote troubleshooting virtual private networks
- Provisioning Macbook computers with JAMF
- Remote support with the Beyond Trust environment

Desktop Support Tier 2 | CompuCom | October 2020 – September 2021
- Working at Booz Allen Hamilton
- Break/fix for PC and Macbook computers
- Computer reimaging in a cascade environment

- Provisioning Macbook computers with the JAMF environment

Desktop Support Tier 2 – Contractor | Apex Staffing | March 2020 – September 2020
- Processing job tickets in the Service Now environment
- Working at Health and Human Services
- Password reset and account unlocks supporting thousands of users
- Creating and processing service requests within the Service Now environment
- Regional support within a ten (10) mile radius of home office
- Windows 10 image refresh project to bring computers into security compliance
- iPhone deployment and refresh

IT Asset Management - Contractor | Marathon TS | August 2019 – March 2020
- Working at WSSC Water
- Maintaining inventory of IT assets (PCs, cell phones, tablets)
- Imaging returned assets for proper turn around Windows 10 deployment
- Account creation within the Active Directory environment
- Assigning roles and responsibilities based on model users
- Verifying in Active Directory proper OU entries of both physical assets and employees
- Cellular management of mobile devices
- Troubleshooting for on premises Office 2016 and Office 365
- Remote support within the SCCM environment

Calibration Systems Administrator | **Rohde & Schwarz** | **August 2011 – January 2019**
- Network setup in an intranet and independent network structure
- Assembled calibration rack systems including assembling of control PC
- Imaging of control PC and any equipment within the rack system

Electronics Technician | United States Navy | March 2006 – March 2010
- Configured, repaired, tested, and maintained complex radar systems
- Received Secret Security Clearance in order to perform confidential duties

VOLUNTEER HISTORY

Technical Producer | Freedom Thought Library | October 2020 - Present
- Remote video engineer of several shows
- Setup of shots and scenes
- Troubleshoot audio and video issues
- Manage host and guest inputs to video machine