

JACOB W THOMPSON

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OBJECTIVE

IT Professional with 15+ Years of experience. Pursuing a Degree in Network and Cybersecurity with a strong interest in ethical hacking, penetration testing, vulnerability analysis, and network security. Hard-working, energetic, personable, and technical minded individual with exceptional customer service, communication skills and ability to multitask. Currently in a Network administration role where I continue to develop and learn new skills and abilities while contributing to the success of the organization. I also possess:

- Experience in scripting languages including Python and Bash.
- Excellent task management. Ability to handle multiple projects simultaneously.
- Experience with security toolkits such as Kali Linux, Metasploit, and Burp Suite.
- Proficient in translating information from technical to executive/management terminology.
- Leadership skills developed in the military.

EDUCATION

Western Governors University- Bachelor's, Network and Security (Honors)

- Anticipated graduation winter of 2023

University Phoenix – Associate's, Information Systems

CERTIFICATIONS

- ITIL v4
- CompTIA A+, Network+, Security+, Project+
- LPI Linux Fundamentals
- AWS Cloud Practitioner, SYSOps Administrator

EXPERIENCE

Nine Mile Falls School District, Nine Mile Falls School District Network Administrator

July 2022-Present

- Administer computer hardware and network of assigned systems.
- Successfully transition environment from On-premises management to Azure based hybrid environment.
- Manage Devices within G-Suite, JAMF and Azure.
- Involved in the development and implementation of automation of processes and reporting
- Involved with budgeting, research, planning, and execution of physical security upgrades to district owned buildings. To include camera systems, door access, and alarm systems.
- Develop Policies for school appropriate web browsing and monitor and adjust as needed.
- Responsible for Active Directory and Group Policies development and implementation.

Spokane Public Schools, Spokane, WA Technology Support Specialist

January 2019 to July 2022

- Served as the main IT contact for six schools supporting approximately 5000 students and teachers and more than 10,000 devices.
- Install, configure, and deploy, Windows, Mac and necessary applications in both a physical and virtual environment.
- Troubleshoot issues that may arise via telephonic support, email, remote desktop, over the shoulder and personal involvement.
- Track issues and provide support via a ticketing system
- Set apart from my peers for ability to close over 3000 tickets a year with a 95% 24-hour closure rate.
- Assisted in the creation, and major contributor to documentation and instructional videos provided to customers for support.

Kalispel Tribal Authority, Airway Heights, WA Helpdesk Technician

December 2017 to December 2018

- Troubleshoot issues that may arise via telephonic support, email, remote desktop, over the shoulder and personal involvement.
- Track issues and provide support via a ticketing system.
- Responsible for Hotel and Casino help desk operations in a 24-hour environment.

CLC Restaurants, Spokane, WA
Assistant Store Manager

November 2016 to December 2017

- Maintain fast accurate service and positive guest relations.
- Assisted in profit and loss management by following cash control/security procedures, maintain inventory, managing labor costs, reviewing financial reports, and taking appropriate actions.
- Ensured company and state standards on equipment, facilities and grounds are maintained using a preventative maintenance schedule.

Raytheon Intelligence and Space, CRC, South Korea
Senior Field Engineer

October 2012 to December 2015

- Configure and use VMware Infrastructure to include vSphere, ESXi and vCenter Technologies.
- Troubleshoot RAID hardware as well as other Network Attached Storage, and Storage area network devices.
- Managing Active Directory and Group Policies
- Design, implement, and update networks which included but not limited to Making ethernet cable, configuring hardware and software firewalls, configuring Cisco switches and routers, and documentation.
- Provide technical write ups for work accomplished and instructions for any problems encountered.
- Work with foreign military officials using a translator to accomplish complex mission goals.

**MILITARY
EXPERIENCE**

Sergeant, Joint Base Lewis McChord, WA
United States Army

March 2006 to October 2012

- Senior Forward Observer responsible for the soldier success, training, medical readiness, and combat readiness.

PROJECTS

Active Directory Home Lab

- Created a home lab to practice Active Directory attacks such as LLMNR poisoning, SMB relay, and man-in-the-middle attacks
- Home lab is setup on a physical server using VMware to host one domain controller and two client machines.
- Practice installing and configuring several different Linux environments including Kali Linux, Parrot OS and Ubuntu.
- Active Participant in Hack the Box, Pentester Labs, TryHackMe Platforms.
- Achieved top 1% on TryHackMe. Currently ranked in the top 7500 users.

VOLUNTEERISM

CyberPatriot

- Coordinated with administration and teachers to start and build the CyberPatriot program.
- Cybersecurity mentor and coach for teams of high school and middle school students that compete in cyber competitions at a local and national level.
- Teach system hardening and best practice to high school and middle school students
- Mentored two High School teams that have competed at the national level.
- Assisted In developing the Tactics, Techniques and Procedures used by the teams
- Assisted in writing scripts for automation of certain tasks on Linux and Windows systems with a cycle of outlining, writing, testing and iteration.