

Jonathan M. Eddy

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Experience **Involta** – Youngstown, Ohio
June 2017 - Present

Systems Administrator - Technical Services

- Provide Office 365 / Azure, Exchange, Active Directory, RDS, and VMware administration via GUI tools and PowerShell scripting
- Perform day-to-day tasks such as server OS and application/service maintenance, cloud administration, environment documentation, configuration implementation, and decommission of legacy items
- Work with stakeholders to design and upgrade environments (such as Server 2003 / 2008 to Server 2019)
- Assist with Information Security cases and projects regarding vulnerability remediation, compliance, firewall/IDS/IPS rule and log review, and other items
- Routinely coordinate with other teams and departments to resolve issues
- Perform tasks related to information security that include: Asset security, Communications and Network Security, Security Operations

Involta – Youngstown, Ohio
September 2014 - June 2017

Level 3 Technician - Service Delivery

Level 2 Technician - Service Delivery

- Provide environments and their unique network, software, and server needs with dedicated troubleshooting, support, and problem resolution for a diverse collection of technologies
- Perform day-to-day tasks such as user account management, server or workstation OS and application maintenance, network and systems monitoring, computer and network device configuration, and file restoration from backup
- Review and resolve multi-system/multi-component issues per best practices
- Provide Office 365 / Exchange / Active Directory support, including PowerShell scripting
- Proactively update and maintain scheduled jobs
- Routinely coordinate with other teams and departments to resolve issues
- Create and modify internal and external documentation
- Perform tasks related to information security that include: Asset security, Communications and Network Security, Security Operations

jmeddy ltd. – Canfield, Ohio
July 2014 - Present

Owner and Operator - Information Technology Consulting and Systems Integration

- Provide tailored solutions for clients with a need to improve and streamline their information technology while considering the needs of the business and its security
- Consult with clients to coordinate purchasing and procurement of equipment
- Offer services that include networking (switching, routing, wireless, firewalls), software (Mac / Windows / Linux / iOS / Android Client and Server services and applications), and hardware (set up, upgrades, peripherals)

Youngstown State University – Youngstown, Ohio
July 2012 - September 2014

Network Administrator 2 - Media and Academic Computing, YSU Campus Technology Support

- Perform PC assessment and migrations as part of a team for the 1200+ machines in scope of the Windows XP to 7 project along with network changes and domain cleanup
- Perform PC imaging, software installation, and data migration to fulfill the needs of clients
- Coordinate and assist with all required tasks such as network printer set up (print server information, address assignment, final configuration), network storage creation, directory structure additions and changes, and legacy network address identification and migration
- Ensure the security of installed devices, the network, and stored data throughout the project

Network Service Technician I - Media and Academic Computing, YSU Tech Desk

- Provide members of the YSU community with troubleshooting, support, and problem resolution for a diverse collection of technologies via walk-up, phone support, and remote access
- Serve as a liaison between all areas of Information Technology Services as well as the University community to converge information and solve client issues
- Create, modify, maintain, and proactively update external and internal documentation
- Assist members of the YSU community with the evaluation and selection of appropriate hardware, software, and services solutions for their enterprise and personal needs
- Design and implement new service delivery processes and procedures to maximize the quality, efficiency, and security of the YSU Tech Desk and the entire IT Services group

Education

Youngstown State University – Youngstown, Ohio

Bachelor of Science in Applied Science with Honors, Summa Cum Laude, 2008 - 2012

Major: Computer Information Systems

Minor: Loss Prevention and Asset Protection

Additional Coursework: MBA Program, 2012 - 2014; 30 Credit hours completed

Certifications

Cisco Certified Network Associate (CCNA) Cyber Ops – Cisco, May 2018

ISC² Certified Information Systems Security Professional (CISSP) – ISC², January 2020

Microsoft Azure Administrator Associate – Microsoft, June 2019

Microsoft Azure Security Engineer Associate – Microsoft, April 2019

Microsoft Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure – Microsoft, June 2017

Microsoft Certified Solutions Associate (MCSA): Office 365 – Microsoft, August 2015

Cisco Certified Network Associate (CCNA) Routing and Switching – Cisco, September 2015

Security+ ce – CompTIA, April 2014

Apple Certified Technical Coordinator (ACTC), Mac OS X 10.6 – Apple, June 2011

Apple Certified Associate - Mac Integration & Mac Management, OS X 10.10 – Apple, June 2015

ITIL Foundation (2011 Version) – EXIN, January 2015

Skills

Software – Office 365, Active Directory, Group Policy, RDS, Exchange, VMware vSphere, BlueCat, Solarwinds N-Able, IIS, nmap, Wireshark, Nessus, Burp Suite, log analysis, system hardening, Cisco IOS and VoIP, Sonicwall, PRTG, Veeam, EMC Avamar, Microsoft Hyper-V, Proofpoint Anti-Spam, Apache, Symantec Altiris, McAfee VSE, Infoblox, WhatsUp

Business – Process analysis and improvement, technical writing and documentation, report and proposal creation, troubleshooting, technical training, enterprise security & policy management

Languages – PowerShell, Bash, HTML 5 / CSS 3, SQL, C, Python, COBOL

Organizations

Association for Computing Machinery – Former Member, National Chapter

Information Security and Ethical Hacking Association – Former Vice President and Co-Founder (Student); Former Advisor (Faculty / Staff), Youngstown State University