

Jonathan M. Eddy

22 East Main Street
Canfield, OH 44406
(330) 402 - 8288
jonathan@jmeddy.com

Experience **Involta** – Youngstown, Ohio
September 2014 - Present

Level 3 Technician - Service Delivery

Level 2 Technician - Service Delivery

- Provide numerous companies and their unique network, software, and server needs with dedicated troubleshooting, support, and problem resolution for a highly diverse collection of technologies while maintaining Service Level Agreement (SLA) targets
- Analyze and resolve advanced or escalated multi-system, multi-component issues
- Manage and troubleshoot accounts (advanced configurations, scripting, add/change/remove, etc.)
- Utilize proactive network monitoring and response utilities
- Prepare network configuration changes
- Configure network devices and PCs
- Restore files from backup systems
- Maintain and update physical and virtual servers in colocated and on-site environments
- Routinely coordinate with other teams and departments to determine and implement best practices, policies, and procedures
- Create and modify internal and external documentation (procedural and policy-based)
- Analyze software and systems for best practices, especially regarding security
- Perform tasks related to information security that include but are not limited to: Incident response, Disaster recovery, Patch management, Process and procedure security, Network components analysis, Vulnerability discovery and analysis, Security education and awareness

jmeddy ltd. – Canfield, Ohio
July 2014 - Present

Owner and Operator - Information Technology Consulting and Systems Integration

- Provide tailored business solutions for clients with a need to improve and streamline their information technology while considering the needs of the business and its security
- Perform infrastructure design and systems integration tasks to fulfill the needs of clients
- Consult with clients to coordinate purchasing and procurement of new equipment and/or upgrades to current equipment
- Offer services that include but are not limited to:
 - Networking – Switching, Routing, Wireless, Firewalls
 - Software – Mac / Windows / Linux, Server and Client Directory Services, File Sharing, Design / Production / Web
 - Hardware – Set up, upgrades, storage solutions

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
- 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 as well as the network and all data stored within it
- Perform additional system administration and network administration tasks as needed

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, implement, and analyze new processes and procedures to maximize the quality and efficiency of the YSU Tech Desk as well as the entire Information Technology Services group in regards to delivering services and support
- Perform tasks related to Operations Security and Information Security Governance and Risk Management that include but are not limited to: Process and procedure security, Incident response, Patch management, Security education and awareness

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

Awards: Dean's List, Fall 2008 - Spring 2012

GPA: 3.91 (4.00 Major GPA)

Additional Coursework: MBA Program, 2012 - 2014; 30 Credit hours completed, 3.89 GPA

Certifications

ISC² Certified Associate – ISC², May 2016

Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 – Microsoft, June 2015

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

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

Security+ – 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, Google Apps, AD/Exchange, Zimbra, Apache, IIS, N-Able, PRTG, Symantec (Altiris) Management Solution, McAfee VSE, Infoblox, WhatsUp, nmap, Wireshark, Nessus, Burp Suite, log analysis, Cisco/Avaya VoIP, Cisco IOS, Aerohive, Sonicwall, Solarwinds Orion, EMC Avamar, Symantec Backup Exec, Veeam, VMware vSphere, Citrix XenServer, Microsoft Hyper-V, Blackboard LMS, Proofpoint Anti-Spam

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

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

Activities

US Cyber Challenge – 2014 Eastern Region

CyberWars – 2013 Summer Pilot Event

National Cyber League – 2013 Midwestern Conference Regular Season and Post-Season

Collegiate Cyber Defense Competition – 2012 (Competitor), 2014 (Team Advisor)

Organizations

Association for Computing Machinery – Member, National Chapter

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

Phi Kappa Phi – Member, National Chapter