

# Jonathan M. Eddy

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

## ***Systems Administrator - Technical Services***

- Provide companies 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 server OS and application/service maintenance, environment documentation, configuration implementation, and backup management
- Work with stakeholders to design and upgrade environments (such as Server 2003 to 2012 R2)
- Study and resolve involved or escalated multi-system/multi-component issues per best practices
- Provide Office 365 / Exchange / Active Directory administration, including PowerShell scripting
- Assist with various Information Security cases and projects regarding PCI compliance, firewall/IPS maintenance and log review, vulnerability discovery and remediation, and social engineering
- Routinely coordinate with other teams and departments to resolve issues
- Perform tasks related to information security that include but are not limited to: Incident response, Disaster recovery, Patch management, Procedure security, Systems review, Network review, Vulnerability discovery and remediation, Security education and awareness

**Involta** – Youngstown, Ohio  
September 2014 - June 2017

## ***Level 3 Technician - Service Delivery***

### ***Level 2 Technician - Service Delivery***

- Provide companies 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 M/A/C, including PowerShell scripting
- Assist with various Information Security cases and projects regarding PCI compliance, firewall/IPS maintenance and log review, vulnerability discovery and remediation, and social engineering
- Proactively update and maintain scheduled jobs and software for antivirus and monitoring suite
- 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 but are not limited to: Incident response, Patch management, Network review, Vulnerability discovery and remediation, Security education and awareness

**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 but are not limited to:
  - Networking – Switching, Routing, Wireless, Firewalls
  - Software – Mac / Windows / Linux Client and Server services and applications
  - 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 during this process

**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 and efficiency of the YSU Tech Desk and the entire IT Services group with regards to security

**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, \*Training In Progress Dec-Apr  
**ISC<sup>2</sup> Certified Associate** – ISC<sup>2</sup>, May 2016

**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+** – 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, Exchange, Solarwinds N-Able, PRTG, Veeam, IIS, nmap, Wireshark, Nessus, Burp Suite, log analysis, system hardening, Cisco IOS and VoIP, Aerohive, Sonicwall, Solarwinds Orion, Veeam, EMC Avamar, VMware vSphere, 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** – 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** – Former Member, National Chapter

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