
JASMIN JACKSON

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Summary

Highly motivated student pursuing a bachelor's degree in Information Technology with a focus on Cybersecurity. Seeking opportunities to apply technical skills and gain hands-on experience within the Information Technology and Cybersecurity field.

Skills

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| • Customer Service | • Microsoft Azure | • Linux |
| • Project Management and Coordination skills | • Purchasing | • Windows |
| • Problem Solving Skills | • Microsoft D365 | • Data Management |
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Experience

Project Coordinator Paldin Technologies

March 2024 to present

- Managed project timelines and coordinated with the project manager to ensure all materials arrived in a timely manner.
- Utilized software such as Microsoft Dynamics 365 to track project expenses, post packing slips under the appropriate project and purchase order, manage the warehouse inventory, assign projects to the project manager.
- Coordinated communication and ordered items through the procurement department to replenish and add items to the warehouse stock.
- General clerical duties to include managing payroll for the office, data entry, fax handling, scanning, and answering phone calls.

Health Information Management Datavant

April 2021 to Feb 2024

- Scanned and logged incoming requests into the electronic health record system.
- Managed the conversion of paper-based medical records to electronic formats, utilizing document imaging technology and data entry techniques.
- Conducted regular audits of paper-based records to ensure compliance with privacy and security policies.
- Handled administrative duties, including data entry and fax handling.

Executive Assistant Cambridge International Systems

May 2019 to Nov 2020

- Supported the contract with Naval Facilities Engineering Systems Command Atlantic and provided administrative support to executive-level staff in a government setting to include scheduling meetings, distributing mail, and signing off on the orders received.
- Collaborated with inventory personnel to ensure proper order management.
- Communicated with vendors to track invoices and monitor delivery status.
- Assisted with special projects and other duties as assigned.

Customer Service Representative**Nov 2017 to Dec 2018****Conduent**

- Collaborated with registered nurses and hospitals to provide accurate medication information to patients.
- Demonstrated empathy and problem-solving skills to address patient concerns.
- Documented adverse events and facilitated financial assistance processes.
- Handled inbound calls and efficiently routed them to appropriate departments.
- Utilized data entry skills to ensure accurate and timely information recording.

Medical Billing Specialist**April 2016 to Nov 2017****Healthnet Federal Services**

- Assisted healthcare providers in executing referrals, verifying insurance eligibility, and scheduling appointments.
- Utilized DEERS database to verify customer insurance information.
- Demonstrated strong attention to detail in executing referrals and avoiding billing errors.
- Educated beneficiaries and providers on Tricare plans and provided exceptional customer service.
- Performed general clerical tasks, including faxing medical documents.

Education & Accomplishments

Associate's degree in Cybersecurity / GPA: 3.6
Amarillo College - Amarillo, TX**August 2022 to May 2024****Bachelor's degree in Cybersecurity**
Old Dominion University**August 2024 to present**

Certifications

Mastercard Cybersecurity Virtual Experience**Nov 2023 (5 Hours)**

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
- Helped identify and report security threats such as phishing.
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams.

PWC Switzerland Cybersecurity Job Simulation on Forge**Nov 2023 (5 Hours)**

- Completed a job simulation involving cybersecurity for PwC Digital Intelligence, gaining experience in understanding, and explaining the concept of integrated defense.
- Developed expertise in integrated defense strategies and their application in real-world scenarios.
- Conducted risk assessments and formulated security recommendations for a client.
- Demonstrated proficiency in cybersecurity terminology, network segmentation, and firewall configuration.