jwjbustin@gmail.com

(757) 550-9453

JUSTIN JONES

Certifications

- **CompTIA A+ 1001 / 1002**
- **CompTIA A+ Security+**

Skills

- Linux system configuration and administration (home lab)
- Windows Active Directory Management and Microsoft 365 Suite (home lab)
- Wireshark and deep packet inspection learned from multiple courses
- Programming and Problem Solving (bash, c++, python for networking, react, angular, PowerShell)
- Familiar with AZ-900 and AZ-104 Azure Cloud Concepts
- CCNA: OSI / Routing / Switches configuration learned from courses
- IDS / IPS setup and configuration on hackthebox.com
- Virtualization technologies using VMWare and VirtualBox

Education And Training

College Senior (Online):
B.S. Cybersecurity and Computer Science
Old Dominion University
Norfolk, VA
 Clubs / Community Service
- Cybersecurity Student Association Member
- National Society of Black Engineers
- Mayor's Ambassadors

Summary

Technology enthusiast with a focus in Cybersecurity and Computer Science who enjoys configuring and troubleshooting computers and software. Active Security Clearance

Recent Experience

Science Applications International Corporation (SAIC) – Help Desk Analyst – Navy Marine Corps Intranet
07/2024

- Helped customers troubleshoot and fix issues with their computers and peripherals
- Learned how to use an enterprise ticketing system.
- Listened to customers issues and solved issues in a timely manner with an above average handle time.
- Fixed Microsoft Office apps such as Outlook / Teams / OneDrive etc.
- Troubleshooted network connectivity issues by fixing issues with DNS / DHCP / Firewalls / Port issues / Drivers / Proxy servers etc.
- Managed and configured accounts in Active Directory when performing actions such as unlocking accounts and changing account data.
- Fixed issues with software such as Java, Adobe Reader, Reflections, and Citrix
- Trained multiple new employees and assisted existing agents with challenging issues via Microsoft Teams chat

Verizon Wireless Zone - Verizon Wireless Zone | Customer Sales Representative
06/2023 - 12/2023

- Helped customers troubleshoot and fix issues with their mobile devices.
- Fixed and troubleshooted computers and computer software.
- Listened to customers and offered mobile phone solutions based on their needs.
- Handled phone calls for customer service and sales inquiries.
- Responsible for opening and closing the store at multiple locations.
- Trained employees on how to sell and use our sales platform, as well as how to fix common phone issues.
- Offered small business owners' mobile phone and internet solutions based on their needs.

Fiverr Freelancing | Website Developer
5 total projects

- Built WordPress websites for small businesses.
- Used Marketing and Copywriting skills to generate website content for clients.
- Used custom HTML, CSS, and JavaScript to add unique features to websites.
- Helped clients fix specific website issues.