Jordan Hernaez

jordanthernaez@gmail.com | linkedin.com/in/JordanHernaez | **Active TS/SCI with CI Poly**

Education

Master of Science, Cybersecurity
Brightpoint Community College - Midlothian, Virginia
Degree anticipated August 2026 | GPA: 4.0

CompTIA Security+ Certification
Obtained May 16th, 2024

Bachelor of Science, Cybersecurity
Old Dominion University - Norfolk, Virginia
Graduated December 2024 | GPA: 3.98

IAT Level II Certification
Obtained May 27th, 2024

Associate of Science, Computer Science
Brightpoint Community College - Midlothian, Virginia
Graduated December 2022 | GPA: 4.0

Skills

- Languages/Protocols: Python, Bash, Oauth, OIDC, SAML, XASP
- Applications: Active Directory, PingFederate, Keycloak, Podman, Ansible, AWS, Openshift

Experience

ENS Solutions (Contractor to DIA) — Systems Engineer I
Charlottesville, VA — April 4th, 2024 - Present

- Architecting an IdP solution to modernize user authentication and authorization for the enterprise
- Collaborating with internal organizational application owners to assess unique requirements for migrating from self-managed IdPs to an enterprise-managed IdP solution
- Coordinating with external stakeholders to gather technical insights on secure PingFederate deployments across classified environments
- Developing and presenting proof of concepts leveraging both modern and legacy authentication protocols to demonstrate the benefits and feasibility of IdP-as-a-service adoption

Defense Intelligence Agency — Cybersecurity Student Intern
Washington, DC — May 20th, 2024 – May 13th, 2025

- Designed and implemented a Single Sign-On (SSO) and X.509 certificate-based authentication solution using Keycloak and PingFederate within a Kubernetes environment, demonstrating the value of an enterprise Identity Provider to federate user attributes and standardize user access policies
- Reviewed and documented organizational security controls for Keycloak to support compliance and governance efforts
- Authored comprehensive documentation outlining Keycloak and PingFederate configuration and deployment procedures to provide reference for future implementations
- Deployed Podman containers using Ansible (Within AWS) to create a development environment for PingFederate and Keycloak that successfully integrated with existing services and data stores

Nordic Global — IT Service Desk Analyst

Midlothian, Virginia — May 22nd, 2023 - May 10th, 2024

- Administrated hospital networks and applications to support healthcare facility operations
- Acted as a subject matter expert on IT operational procedure to enhance service desk analyst efficacy and knowledge
- Streamlined IT support processes, resulting in a 25% reduction in average issue resolution time
- Supported the deployment of multi factor authentication using Symantec VIP Access, contributing to a 20% decrease in unauthorized user access

TTEC — Manager, Service Delivery

Midlothian, Virginia — May 1st, 2020 - December 1st, 2021

- Led and supported a remote team of 150 employees, facilitating adherence to high service delivery standards
- Organized regular department-wide meetings to close gaps on process ambiguity while encouraging and empowering associates to provide feedback and suggestions for improvement
- Interpreted executive level strategic directives, translating them into actionable plans at the operational level
- Promoted procedural adherence by aligning associate actions with documented workflows and using data-driven insights to design targeted improvement plans
- Investigated internal reports of fraud and security incidents through thorough associate interviews and access audits
- Mentored team members through structured feedback, coaching, and growth-focused tasks to facilitate career development

eBay/Amazon Ecommerce Sales — Reseller

Midlothian, Virginia — September 7th, 2010 - December 31st, 2020

- Operated an LLC titled "CCG King", grossing nearly $300,000 in income during its peak
- Specialized in the resale of trading cards and electronics, as well as electronic repair
- Conducted market research and sales forecasting to determine product selection and pricing strategies
- Engaged frequently with buyers and sellers to ensure customer satisfaction with products and services
- Researched new revenue opportunities, including direct from wholesaler goods and web advertisements