

Johnathan Mack

(Secret Clearance)

Compensable Disability Preference (CPS): 10-point Preference

CompTIA Security+ program trained, United States Navy Veteran, and Dedicated IT professional with over 4 years of experience in providing top-tier technical support for Military and Civilian clients alike, ensuring seamless and secure operations in diverse environments. Proficient in troubleshooting hardware and software issues, optimizing system performance, and ensuring seamless end-user experiences. Adept at delivering exceptional customer service and managing complex IT challenges. Proven track record of reducing downtime and enhancing operational efficiency. Seeking to leverage my expertise to contribute to a growing IT support team.

Experience

2023 - PRESENT

Logs and Records Technician (VSE) | Norfolk Naval Base, VA

- Maintain Aircraft and Engine logbooks and associated records.
- Provide customer support and technical assistance to users of a specific organization.
- Maintains and safeguards user permission groups and creating user accounts.
- Facilitates end-user support to over 1,000 end users, both remote and onsite.
- Installed, maintained, and configured staff desktop and laptop computers.
- Diagnosed, troubleshooted, and resolved technical hardware and software issues.
- Configure and install software on end user devices such a Laptops, Desktops, and Thin Clients.
- Inventoried and stored incoming and outgoing hardware, software, and peripherals.
- Supported and maintained user account information including rights, security, and systems groups.
- Installed and maintain desktop systems, copy and scan documents.

2020 - 2022

Information Systems Technician (United States Navy) | Naval Air Station Oceana, VA.

- As an E-4, managed administrative tasks such as: preparing work schedules, time keeping, employee evaluations, writing incident reports and employee training. Scheduled meetings, prepared travel orders and process special operational business requests. Performed data entry and extracted data from various databases including Microsoft Access to compose internal forms and reports.
- Routinely performed hardware upgrades on employee desktop and laptop computers. Annually replaced hardware such as RAM, hard drives, system boards, and maintained group printers.

- Provided Tier 3 Post Server, Active Directory Group, and end-user migration troubleshooting and resolution.
- Created, migrated, and supported Active Directory services and group accounts.
- Provides a variety of IT support services essential to the effective operation and performance of IT systems implemented at the end user location.
- Developed processes and procedures for migrations and troubleshooting resolutions for Linux and Windows Servers/user migrations.
- Reviewed, analyzed, and explained various log files from sources such as SIEM, EDR, packet captures, and host logs to report any unusual or suspect activities to CIO.
- Installed, configured, operated, and maintain networking equipment afloat, including routers, switches, VPNs, and wireless access points.
- Created, enabled, and monitored Security Event Notifications to record network activity.

2016 - 2020

Aviation Ordnance (United States Navy) | Naval Base Kitsap, Bremerton WA.

- Served as an aircraft weapons specialist in charge of storing, repairing, servicing, inspecting, and handling all airborne, shipborne, small arms, and crew-served weapons and ammunition carried aboard Naval aircraft and Naval vessels.
- Successfully managed logistics, inventory control, material handling, warehousing, customer communications, and safety according to NAVSEA, NAVAIR, and OSHA requirements.
- Stowed, assembled, and loaded aviation ammunition such as bombs, mines, torpedoes, missiles, and rockets.
- Provide base level IT supports to both internal and external customers.
- Log defects and verify defect fixes.
- Provides first level support to customers before escalation.

Skills

Cyber Security Analysis | Network and Physical Security | Access Control | Quality Assurance and Control | Risk Assessment and Mitigation | Technical Management | System Training & Installation | Data Communications | Corrective Maintenance | Security Configuration | Risk Evaluation | Process Improvements | Incident Management | Data Handling | Data Normalization | Log Ingestion and Analysis | Requirements Gathering | Application Security | Protocol Analysis | Firewall Management | Incident Response | Encryption | Web-filtering | Advanced Threat Protection | Network/Firewall Security | System/Network Administration | Protocols/Standards Proficiencies | LAN/WAN Configuration | Problem Solving | Critical Thinking | Analytical | Team Player | Active Directory | Access Control | Incident Handling

Education

Associates Degree: Cyber Security, Tidewater Community College, 2022 – Present. (44 credits)

Completed Course work: ITN 260 – Network Security Basics, ITN 106 – Microcomputer Operating Systems, ITE 115 – Introduction to Computer Applications and Concepts, ITP 100 – Software Design, ITN 101 – Introduction to Network Concepts, ITN 171 – UNIX I, and CSC 110 – Introduction to Computing

