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| **JIA** | **Jacob** Ira **Anderson**  970.614.5253 - [jobs@jacobanderson.me](mailto:kishansundar@gmail.com) - [www.jacobanderson.me](http://www.jacobanderson.me) - in/jacobiraanderson |

Key Qualifications

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| * Java | * VMWare | * Trilingual |
| * Python | * Exchange | * Linux |
| * ActiveDirectory | * ServiceNow | * Troubleshooting |
| * Office365 | * SCCM | * Cisco |

Professional **Experience**

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| **Helpdesk - Novo Nordisk** | **05/2023 – Present** |
| Boulder, Colorado USA |  |

* Serve as the first point of contact for all IT-related inquiries, providing timely and effective technical support via phone, email, or in-person interactions.
* Troubleshoot hardware and software issues, including desktops, laptops, printers, and mobile devices, to diagnose and resolve problems promptly.
* Prioritize and manage helpdesk tickets on time, ensuring accurate documentation and follow-up on all reported incidents.
* Collaborate closely with the IT team to escalate complex issues, coordinate resolutions, and ensure seamless communication and knowledge sharing.
* Assist with setting up, configuring, and deploying computer systems, software, and peripherals for new employees, following established procedures and guidelines.
* Conduct user training and guide the effective use of various technologies and applications.
* Maintain accurate hardware and software inventory records, performing regular audits and updates as necessary.
* Stay up to date with emerging technologies, industry trends, and best practices to enhance knowledge and provide proactive support to end-users.
* Contribute to the development and improvement of IT policies, procedures, and documentation to ensure efficient operations and adherence to security proactive support standards.
* Adhere to service level agreements (SLAs) and strive to achieve high customer satisfaction by delivering quality support services.

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| **Chapter Administrator - LANFest Colorado / BadLAN Entertainment** | **08/2016 – Present** |
| Denver, Colorado USA |  |

* Responsible for network setup, maintenance, troubleshooting, and teardown, all within the course of a weekend for an attendance of 500+ people.
* Virtual server creation and administration for various games.
* Virtual reality administrator assisting people with getting into VR.
* Working with both Windows and Linux servers.
* Responsible for all taxes, local laws, and managing staff.
* Responsible for finances.

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| **Application Security - Xcel Energy** | **05/2022 – 11/2022** |
| Denver, Colorado USA |  |

* Work with various teams within the company to ensure that the code being developed and deployed is as secure as possible.
* Run, analyze, and report on results of SaaS and DaaS vulnerability scans, reporting findings to appropriate teams and seeking resolution.
* Provide security input to new projects to ensure we are secure from day one.
* Provide application support for various industry-specific software based on the Salesforce platform.
* Design security policies for both iOS and Android apps and propose security enhancements for those platforms.
* Remote support of SolarWinds servers. Responsible for maintenance and subsequent development of security policies

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| **IT Security Analyst / Helpdesk - Clovis Oncology** | **02/2020 – 05/2022** |
| Boulder, Colorado USA |  |

* Work within the company to identify and proactively and reactively ensure that our computer environment remains secure.
* Actively probe the company to determine security posture.
* Implement new security software, hardware, and policies.
* Run monthly patching meetings for both workstations and our servers.
* Seek out and evaluate security products for future or current implementation.
* Troubleshoot and identify issues with scanning our environment and ensure that all machines are getting scanned and patched.
* Working with ManageEngine Ticketing
* Troubleshoot mobile phones running either iOS or Android.
* Develop, maintain, and deploy SCCM images to new and existing laptops
* Remote support of SolarWinds and Windows Server

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| **IT Helpdesk - CalFrac Well Services** | **01/2019 – 01/2020** |
| Denver, Colorado USA |  |

* One of three IT Technicians in the United States.
* Was responsible for hardware support of all US users and software support globally.
* Part of the team working to deploy Windows 10 to be compliant.
* Was responsible for deploying and maintaining US mobile devices.
* Only IT technician in Denver. Was responsible for day-to-day operations as well as conference rooms.
* Introduced a white glove model to our support team and incorporated it into our processes to bring more visibility to the IT team and improve our handling of issues for management.
* Worked with SCCM to develop images for faster reimaging and deployment.
* In charge of building and maintaining ServiceNow and its various modules
* Supporting various oil and gas-specific software including FLOWCAL and WellView for both office users and users in the field.
* Windows and Mac support
* ActiveDirectory Support. Administering the system
* iOS and Android support
* Develop, maintain, and deploy SCCM images to new and existing laptops and desktops.

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| **IBCAP Monitoring Technician - NagraStar** | **01/2018 – 10/2018** |
| Greenwood Village, Colorado USA |  |

* Collaborated with global content providers to both identify and locate infringing content across the web and pirate set-top boxes.
* Utilized custom Wireshark parsers to submit takedown requests to appropriate hosting providers.
* Created automation scripts to support daily operations while driving efficiency enhancements.
* Decoded and defeated encrypted HLS streaming technologies to prevent piracy of copyrighted broadcast streams.
* Wrote Python scripts to assist with automating set-top box scanning.
* Reverse Engineering custom versions of Android.

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| **Network Security Analyst - Trustwave** | **02/2015 – 01/2018** |
| Denver, Colorado USA |  |

* Delivered technical support for the internet security of major corporations that partnered with Trustwave, with a focus on networking and routing.
* Supported Linux (a proprietary variant of Linux called TrustOS), Cisco, Fortinet, and Juniper-based firewalls daily. Some minor experience with Palo Alto Firewalls.
* Oversight of email filtering products and internal vulnerability scanners.
* Conducted customer welcome calls, delivering overviews of Trustwave while demonstrating products.
* Supporting customers in a SOC environment
* Remote support of SolarWinds, Windows Server, and Linux Server

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| **IT Helpdesk Technician - Saratoga Casino** | **07/2014 – 02/2015** |
| Black Hawk, Colorado USA |  |

* Provided responsive and service-oriented support for rapid resolution of issues impacting the casino.
* Administered Microsoft Active Directory and Exchange, in addition to casino-specific applications including Oasis, Table Manager, and Info Genesis point-of-sale.
* One of only two technicians in charge of working with the casino executive team to resolve issues.
* Supporting employees with their iOS and Android phones.
* Develop, maintain, and deploy SCCM images to desktops and laptops.

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| **Corporate IT Support - Qualfon** | **03/2014 – 07/2014** |
| Fort Collins, Colorado USA |  |

* Delivered iOS and Apple product support for the executive leadership team.
* Responsible for Active Directory administration, Cisco switch configuration, and Tier 1 and 2 tickets.
* Led XP to Windows 7 upgrade effort to comply with PCI requirements.
* Support for macOS and iOS devices for C-Level employees.

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| **Voodoo PC Tier 2 Technical Support Specialist - Hewlett Packard Enterprise** | **10/2008 – 12/2012** |
| Fort Collins, Colorado USA |  |

* Responsible for technical support for HP’s former elite Voodoo line of laptop/desktop devices.
* Beta-tested new hardware/software applications, communicating issues to key stakeholders.

Formal **Education, Skills, & Certifications**

* **Bachelor of Science, Computer Information Systems - Colorado State University - 2016** 
  + Minor- Cyber Security
* **A+ Computer Certified**
* **Dell Certified**
* **Palo Alto ACE Certified**
* **Lenovo Certified**
* **Language Fluency-** English, Spanish, Portuguese
* **FAA Part 107 Certified**

Coding

Data analysis

Security monitoring

Networking

Reverse engineering

User-centered design

Data synchronization

Agile development

Computer hardware engineering

Front end development

Back-end development

SEO strategizing

Decision-making

Patience

Research

Machine learning

Computer-aided design (CAD)

Workflow development

Responsive design strategizing

Graphic user interface (GUI) design

Testing and debugging

Cloud management

Content management system (CMS) design

Lean manufacturing

Mobile and web development  
Artificial intelligence (AI): The ability of machines to behave independently, such as performing web searches, doing logical exercises, and exercising machine learning.

Cloud-native platforms (CNPs): These cloud-based systems are a way to develop, build, and launch software applications that have a massive amount of computing ability because they're permanently part of the cloud.

Cybersecurity mesh: This is a way for advanced, independent cybersecurity systems to work together to prevent cybercrime, such as data hacking. The goal is for the systems to move closer to the assets they protect while being able to assist each other when threats arise.

Distributed cloud: The ability of organizations to store, access, acquire, and interact with data using flexible and dynamic tools such as image-to-information technology.

Everything as a service (XaaS): A branch of cloud computing where computer-based services and applications are accessible to users of the internet.

Extended reality (XR): Extended reality is a combination of aspects from augmented reality (AR) and virtual reality (VR). It can support long-term use by organizations and includes tools a user can interact within an augmented space.

Multiexperience: This is the concept of organizations replacing technologically advanced people with technology that understands humans.

IT Security

Information Security

SoC

SIEM

Security Polices