Jeffrey Stevens

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EDUCATION

Bachelor of Science: Information Technology Mgmt., *Western Governors University* | Salt Lake City, UT November 2024

Master Of Business Administration: Information Technology., *Colorado Christian University* | Lakewood, Colorado May 2026

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Mac OSX Server and iOS Databases: Oracle, ADB2, Relational Databases Software: MS Word/Excel/PowerPoint/Outlook

SKILLS AND TECHNICAL EXPERTISE

Security Operations Tools: Experience with firewalls, intrusion detection/prevention systems (IDPS), anti-virus, and threat intelligence platforms.

Network Monitoring: DNS, DHCP, router/switch configuration, WAN accelerators.

System Administration: Active Directory management, PC deployment, mobile device support. Operating Systems: Windows, Linux, Mac OSX.

Security Monitoring & Incident Response: Proficient in monitoring network traffic, identifying anomalies, and mitigating threats. SolarWinds Network Performance Monitor, IBM QRadar, Snort

Software: Microsoft Office Suite, , Oracle R12, Zendesk, Cisco VPN.

EXPERIENCE

Stealth Monitoring (*QC Technician*) | May 2024 – February 2025

* Monitored and maintained network security, ensuring system integrity and compliance.
* Designed and implemented secure network architectures; configured and managed network equipment.
* Diagnosed and resolved network performance and security issues.
* Managed Active Directory accounts, ensuring appropriate access controls for employees.
* Collaborated with users and team members to resolve security incidents and optimize network performance.

Cencora (*Help Desk*) | September 2023 – January 2024

* Assisted in user access control setup, including new hire provisioning and Active Directory management.
* Provided technical and benefits-related support via phone, email, and chat, ensuring timely issue resolution.
* Diagnosed and troubleshot software, hardware, peripheral, and network-related issues, guiding users through step-by-step solutions.
* Asked targeted questions to accurately identify user concerns and deliver effective assistance.
* Maintained detailed documentation of support requests, resolutions, and client interactions in a tracking system.
* Troubleshot hardware/software issues, supported mobile device management, and ensured compliance with IT security policies.

MBTA (*Analyst*) | July 2021 – February 2022

* Generated reports and maintained records to support HR and IT operations.
* Assisted employees with benefit inquiries, payroll deductions, and COBRA compliance.
* Resolved technical issues related to HR and payroll systems, escalating complex cases as needed.
* Provided technical and benefits support via phone, email, and chat, assisting employees with HR systems and enrollment processes.
* Managed benefit eligibility, enrollments, and documentation in HRIS (UKG Pro) while ensuring data accuracy.

Pentair (*Help Desk*) | March 2021 - August 2023

* Assisted in user access control setup, including new hire provisioning and Active Directory management.
* Monitored and maintained network security, conducted vulnerability assessments, and reported incidents.
* Troubleshot hardware/software issues, supported mobile device management, and ensured compliance with IT security policies.

Optum (*Administrative Assistant I, Benefits Dept.*) | February 2019 – October 2020

* Provided system support, resolving technical and security issues.
* Managed user accounts and ensured adherence to access control policies.

Certifications & Training

* CompTIA Security+ (in progress)
* Cisco Certified Network Associate (CCNA) (in progress)