

JOSEPH D. THOMPSON

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INFORMATION SYSTEMS & TECHNOLOGY PROFESSIONAL

IT Support Engineer | Systems Administrator | SOC Analyst | Help Desk Technician

Driving Cybersecurity and Operational Agility via Best-in-Class Customer Service and Solutions

Unflappable Client-Focused IT Solutions Provider experienced in securing assets and personnel while troubleshooting, diagnosing, resolving, and documenting complex hardware, software, and systems issues across multiple environments while serving clients and organizations spanning the government, corporate, and military arenas.

Areas of Expertise

Customer Service and Support

Agile and Lean Methods

Inspections and Audits

Operations Systems Security

Cyber and Enterprise Risk Management

Threat Detection and Assessment

IT Service Management (ITSM)

Data Analytics and Reporting

Root Cause and Gap Analysis

Software Security and Secure Coding

Social Engineering

Cybersecurity Ethics and Compliance

IT Asset and Project Management

Incident Response and Escalation

Network and Internet Security

Government Security Protocols

Cryptography Standards

Data Privacy Protection

“Perfection is not attainable, but if we chase perfection, we can catch excellence.”

Vince Lombardi

Professional Experience

VIPR-SOC | 7 EAGLE GROUP | DEPARTMENT OF DEFENSE (DOD) SKILLBRIDGE • Remote • 2023 – Present

Security Operation Center (SOC) Analyst Intern | IT Support | Cybersecurity Engineer

Coordinated and provided 24/7 remote and on-site technical support and network administration for 34 clients across two SEIM, completing 1.5K+ monthly tickets. Orchestrated incident response, digital forensics, IT systems and applications hardening, and cybersecurity projects while monitoring published vulnerabilities, emerging threats, and government updates.

- ***Mitigate threats and deliver cybersecurity solutions***, leveraging networking, authentication controls, cloud computing, systems administration, cryptography, cybersecurity, and data privacy best practices. Integrate modeling, reverse engineering, machine learning, vulnerability assessments, adversary tactic analysis, and internet scanning.

Achievement Highlights

Saved 30 labor hours and multimillion client assets via prompt response and resolution to a malware attack.

Mastered endpoint security monitoring, filling coverage night and weekend coverage gaps within two weeks of start.

Earned five-star client reviews while administering user accounts and groups in fast-paced, diverse client environments. Tracked and remediated issues on Windows, Linux, and Mac operating systems.

THE UNITED STATES AIR NATIONAL GUARD • Pease ANGB, NH • 2013 – 2023

Technical Support | Quality Assurance and Control (QA/QC) | Project Manager | Trainer

Managed technical support, quality assurance, training, and aerospace management projects, delivering solutions on time and within budget. Inspected and resolved hardware, software, and IT issues, troubleshooting and repairing systems, components, and assemblies. Documented performance, maintenance, and resolutions while inventorying and securing \$469M+ assets.

- ***Maintained IT/IS infrastructure, networking systems, and software***, including educational/training applications. Procured, installed, upgraded, repaired, and replaced peripheral devices, including copiers, scanners, printers, and phone systems.

Continued. . .

Achievement Highlights

Earned multiple military commendations for achieving and surpassing objectives while leading multiple simultaneous projects to completion. Managed critical medium to large-scale hardware deployments, rolling out and installing, Dell, HP, and Cisco equipment and systems and troubleshooting and resolving related issues and incidents.

Achieved a 91.1% audit pass rate with zero discrepancies while increasing asset and operational efficiency by 15%.

Saved \$105K in asset replacement costs, proactively identifying and resolving multiple technical issues.

Increased operational efficiency by 20% while reducing QA fails to 0% and cultivating a high-performance team by developing and implementing a quality tracker, training program, and guide.

Government Guidelines and Standards

DEPARTMENT OF DEFENSE (DOD)

Implementation Guide (ISIG) • Security Technical Information Guides (STIGs) • Unified Facilities Criteria (UFC)

NATIONAL INDUSTRIAL SECURITY PROGRAM (NISP) • Operating Manual (NISPOM)

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST)

Risk Management Framework (RMF) • Security Content Automation Protocol (SCAP)

Technical Proficiencies

Cybersecurity. SSL * Tenable Nessus * Splunk * Qualys * Systems Audits * Penetration Testing * Vulnerability Scanning * Firewalls – SIEM, SonicWall, AV/EDR, CyberShark, Trellix M365, McAfee, Q-Radar, Sentinel, AV, EDR, IDS/IPS, CrowdStrike, Carbon Black, Tanium * Threat, Deterrence, Intelligence, Incident Responses * Intrusion Detection * FireEye Security Suite

Hardware. Advanced Switch, Router, Ports, VMs, Route Configuration * Peripherals and Devices * Ubiquiti Equipment

Networking. VLANs, LAN, WAN * Routing Protocols, RSTP, STP, Modbus TCP/IP, DNS

IT Systems and Support. MS Active Directory * MS Exchange * Group Policy * Windows Server, Workstation, OS X, Linux, Android Operating Systems * Cloud Computing – IIS/Apache Web Server Management, Hyper-V, VMWare, VSphere, ESXi * Installations, Configurations, Migrations, Updates, Integrations, Automation * ITIL * Data Recovery and Backup - SolarWinds * End User Support * Database Management * Azure/MDT/WDS * AS/400

Programming and Scripting. Python * Oracle SQL * MySQL * PL-QL * Bash * MS PowerShell * .NET (C#/VB/ASP)

Software. Microsoft Office 365 – Word, Excel, PowerPoint, Visio, Project, SharePoint, Outlook, Teams * Google Workspace * Adobe * Lotus Notes * Sales Partner * IT Ticketing Systems – OneDesk, ServiceNow, ConnectWise, Screenconnect

Education and Certifications

SOUTHERN NEW HAMPSHIRE UNIVERSITY • Expected: July 2024

Bachelor of Science, Computer Information Systems | Concentration: Networking & Security++ | GPA 3.945/4.0

COMMUNITY COLLEGE OF THE AIR FORCE • June 2023

Associate of Applied Science, Aeronautics/Aviation/Aerospace Science and Technology

DEPARTMENT OF DEFENSE (DOD) • Active Secret Security Clearance | COMPTIA • CompTIA Security+ Certified