

## EDUCATION

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- 2014-2019 **University of Cincinnati**, Cincinnati, Ohio. 3.6 GPA  
College of Education, Criminal Justice, and Human Services.  
Bachelor of Science in Information Technology, Network/Systems and Cyber Security Focus
- 2010-2014 **Findlay High School**, Findlay, Ohio. 3.4 GPA

## PROFESSIONAL EXPERIENCE

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- May 2016 - Present **Information Technology Co-op, 84.51° - The Kroger Company, Cincinnati Ohio**  
Database Administrator Co-op (Present):
  - Deployed Graylog application to help quickly gather group log files together to more effectively troubleshoot Oracle or Hadoop issues in real time
  - Experience with troubleshooting and configuration of Oracle Exadata, Postgres, and MongoDB databasesDesktop/Client Infrastructure Co-op (4 months):
  - Help deploy, and coordinate software and OS changes made within the Windows and MacOS environment
  - Assist with supporting MacOS systems for troubleshooting issues and management using Jamf
  - Assist with supporting Windows systems for troubleshooting issues
  - Gained experience using System Center Configuration Manager to deploy updates and software packagesNetwork Infrastructure Co-op (1 year, 1 month):
  - Led research and implementation of bandwidth trafficking on the company-wide network to prioritize corporate traffic over lower prioritized networks
  - Created and managed network changes using a standardized change advisory board process
  - Contributed to deploying, maintaining and troubleshooting network related equipment within offices & datacenters
  - Designed and deployed Network Operations Center Wall within the office to eliminate breaches in SLAs and create more visibility of the networkWindows Infrastructure Co-op (4 months):
  - Daily management and troubleshooting issues within a Windows environment using Active Directory, Office 365 and Exchange 2016
  - Developed PowerShell scripts to complete tasks and improve productivity
  - Communicated with project management throughout the creation, implementation and delivery of windows related projects
- May 2015 - August 2015 **Network Infrastructure Co-op, Cooper Tire and Rubber Company, Findlay Ohio**
  - Configuring, deploying and analyzing Cisco switches and VOIP phones
  - Managed and deployed companywide upgrades to SolarWinds and improved productivity by implementing ease of use
  - General technical support for Cisco switches, routers, Juniper firewalls
- October 2014 - May 2016 **IT Helpdesk Support, University of Cincinnati Lindner College of Business, Cincinnati Ohio**
  - Provide technology related support to students, faculty members and professors with personal and university owned devices
  - General computer troubleshooting, imaging and deploying of new systems to staff

## LEADERSHIP EXPERIENCE

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- September 2015 - Present **President of Information Technology Student Association** at The University of Cincinnati
  - Communicate with students, other student organizations, administrative offices to work to build ITSA and increase involvement
- September 2016 - Present **Member of UC Alliance - LGBTQ Organization** at The University of Cincinnati

## TECHNOLOGY SKILLS

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### Cloud Platforms:

- Amazon Web Services
- Google Cloud Platform

### Programming Languages:

- PowerShell
  - Bash
- GitHub: [github.com/jacobwilsonnet](https://github.com/jacobwilsonnet)

### Applications:

- Cisco Meraki Systems
- Security Onion
- Ansible