Jorden Plaines

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IT & Technology Specialist | Entry-Level Tech Professional | Projects at *https://plaines.tech*

Motivated and IT-savvy cybersecurity professional with hands-on experience in technical support, system configuration, and threat awareness. Strong foundation in Windows systems, networking, and security principles, with current focus on vulnerability scanning, system hardening, and red team fundamentals. Actively preparing for the CompTIA Security+ certification with plans to pursue eJPT in 2025. Known for excellent communication, adaptability, and a drive for continuous improvement in high-demand environments.

Technical Skills

Operating Systems: Windows 10/11, Windows Server 2022, Linux (Kali, Ubuntu), macOS

Networking: TCP/IP, DNS, DHCP, NAT, VLANs, Basic Firewall Configuration

Security Tools & Concepts: Active Directory, Group Policy (GPO), Basic Cryptography, Least Privilege, Vulnerability Scanning

Technical Support: Hardware Troubleshooting, Software Installation, User Account Management, Remote Support

Scripting & Command Line: Windows CMD, PowerShell (basic), Bash (basic)

Platforms & Utilities: Parallels, UTM, Ticketing Systems (e.g., Zendesk), Microsoft 365, Google Workspace

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Projects

1. <u>Active Directory Home Lab</u> – *https://plaines.tech/ad-lab.html*
   - Designed and deployed a Windows Server 2022 AD lab using virtual machines on macOS and Parallels.
   - Implemented user/group management, DNS, domain joining, and GPO enforcement for control panel, registry, and command prompt restrictions.
   - Documented full project lifecycle with step-by-step guides, screenshots, and technical explanations.

Certifications

- Google IT Support Professional Certificate – *Coursera*
- CompTIA Security+ – *In Progress (Expected July 2025)*

Professional Experience

Health Advocate – Remote
Customer Care Associate • Jan 2024 – Present

- Assist members with navigating healthcare systems, ensuring clarity and satisfaction.
- Resolve inquiries efficiently while maintaining accurate system records.
- Completed extensive training in customer support and technical systems.

Apple – Newark, DE
Specialist • Jul 2022 – Jan 2024

- Delivered product knowledge and solutions tailored to customer needs.
- Conducted one-on-one and group training sessions on Apple devices and ecosystem.
- Supported technical troubleshooting, improving overall customer experience.

Best Buy Geek Squad – Dover, DE
Home Theater Cadet • Oct 2021 – Jul 2022

- Installed and networked home theater equipment in client homes.
- Provided on-site technical support and diagnostics.
- Educated clients on device use, safety, and protection options.

Education

A.S. in Information Technology & Systems
Delaware Technical Community College • July 2024 - Current

- GPA: 4.0 • Dean's List (Summer & Fall 2023)
- Phi Beta Kappa Honor Society, 2024