

# ERIC JUMPER

## OBJECTIVE

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Motivated IT Support Technician with strong troubleshooting skills seeking an entry-level role where I can leverage the skills I have gained from my certifications and home labs to contribute to reliable and efficient IT operations at your company.

## CERTIFICATIONS

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- CompTIA A+
- CompTIA Network+
- AWS Certified Cloud Practitioner
- Microsoft Applied Skills: Admin. AD DS

## EDUCATION

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- Oklahoma State University** 2017 - 2021
- *Aerospace Administration & Operations: Aviation Management, BS*
  - Commercial Pilot Multi-Engine Certification

## HANDS-ON-EXPERIENCE

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Documentation at <https://jumperlink.net/#homelabs>

### Windows 11, Windows Server and AD DS

- Deployed and maintained Active Directory Domain Services and configured DHCP, DNS and RRAS for NAT.
- Implemented centralized authentication, set fine-grained password policies, enforced security compliance with GPOs and assigned FSMO roles.
- Automated Windows 11 deployment using MDT.

### Ubuntu Linux Server

- Built and operate a self-hosted cloud platform with Nextcloud, Collabora Online and Open WebUI Docker containers.
- Implemented automated SSL/TLS certificate management using Let's Encrypt, certbot and nginx reverse proxy, ensuring continuous HTTPS security for public-facing services.
- Configured UFW with custom nftables and WireGuard VPN for secure remote administration.
- Established automated backup and health monitoring systems using systemd services and cron jobs.
- Overcame router limitations preventing internal access to public domains by configuring AdGuard Home DNS rewrites and nginx reverse proxy redirection for seamless multi-service HTTPS routing.

### Virtual Machines

- Created isolated virtual network environments using VirtualBox with NAT and internal network configurations.

### Transferable Aviation Skills

- Extensive training in risk management, effective communication and regulatory compliance. Hands on experience with prioritizing large workloads in high pressure situations, procedural discipline and troubleshooting.

## WORK EXPERIENCE

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- BJ's Restaurant and Brewery** 2023 - 2025
- *Line Cook* | Handled orders, trained new hires and followed strict SOPs.

- OSU Parking and Transportation Services** 2018 - 2021
- *Operations Assoc.* | Handled tickets and coordinated maintenance requests.