

Jawaun Hill

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EDUCATION

Augusta Technical College

Associate of Applied Science in Cybersecurity, Cisco Certified Network Associate Security, Security + 601 Certified

May 2019

Georgia Southern University

Bachelors– Information Technology/Cybersecurity

December 2026

Oconee Fall Line Technical College

Commercial Driver's License August 2019-October 2019

Academy of Richmond County

High School Diploma May 2017

Cumulative GPA: 3.1

WORK EXPERIENCE

Pepsi

Augusta, GA

Geo Truck Driver

July 2024 – Present

- Delivering products: Driving a delivery vehicle to deliver Pepsi products to customer *accounts*
- Merchandising: Merchandising customer accounts according to company guidelines
- Generating invoices: Generating accurate invoices for daily settlement
- Communicating: Communicating with merchandisers, sales representatives, and account personnel

Cybersecurity / IT Security Specialist

Augusta Ga

Quantum Dynamics, Inc

November 2021 – July 2023

- Monitored systems and networks for security threats and suspicious activity
- Assisted with incident response and remediation of security events
- Conducted vulnerability scans and documented findings
- Supported implementation of security controls and access management
- Assisted users with security-related technical issues
- Provided technical support for hardware, software, and network issues
- Enforced security policies and best practices for users
- Assisted with system updates, patching, and account management
- Documented incidents and resolutions using ticketing systems
- TOOLS & TECHNOLOGIES
 - SIEM (basic exposure)
 - Active Directory
 - Firewalls & Antivirus Tools
 - VPNs
 - Windows / Linux
 - Ticketing Systems

J Hill Logistics LLC

Sparta, GA

Owner Operator / Truck Driver

October 2021 – July 2024

- An owner operator truck driver is a self-employed driver who runs their own truck driving business.
- Route Planning / Transports cargo to specified locations
- Vehicle Maintenance
- Customer Interaction
- Effective critical and problem-solving abilities
- Coordinates with client firms to prevent misunderstandings
- Inspects delivery vehicles and equipment to ensure operability

Unisys/SAIC

Augusta, GA

Technical Support Service Desk Agent FT/PT
2023

January 2020 – September

- Provided initial point of contact to resolve user issues with installation, operation, configuration customization, and usage of assigned products to determine the best way to resolve their problem. Emphasis on uninstalling/reinstalling basic software applications, resolving username and password problems, verifying proper hardware and software set up, resolving network connectivity issues and troubleshooting email issues.

- Utilized ServiceNow dashboard tools and workflow systems to resolve customer issues and to collaborate with field technicians and other team members while troubleshooting.
- Utilized incident management tools to prioritize issues based on classification. Used email, live chat, phone, and service portal to resolve end user IT problems for an Air Force EITaaS contract that covered numerous locations.

Charlie Norwood VAMC-VCS

Augusta, GA

Retail Associate

March 2020 – January 2021

- Functions as a Retail Associate; Regular duties included:
 - o Serve as cashier when needed.
 - o Maintains and stocks retail store shelves as needed.
 - o Maintains and stocks the cafeteria shelves as needed.
 - o Greet customers and manage customer traffic quickly and courteously.

IT Internship (SFC Ricky Hedgepeth Chief Information Officer)

- Assisted the IT security team with monitoring networks for suspicious activity and potential threats.
- Helped update antivirus software and perform basis system security checks.
- Supported vulnerability scans and documented any risks or findings.
- Learned and applied cybersecurity best practices, including safe data handling and password management.
- Helped with cybersecurity awareness training for employees to reduce phishing risks.
- Gained hands-on experience with basic security tools and IT systems.

TECHNICAL SKILLS, TRAINING, & CERTIFICATIONS

- Demonstrated outstanding leadership in difficult situations.
- Extremely proficient in customer service and time management.
- Maintains basic Information Technology industry certifications such as Cisco Certified Networking Associate (CCNA)
- Trained users of information systems on new software, hardware, and test programs to develop programs that meet the objective and specifications of the customer.
- Performed computer hardware and software upgrades, to include integration of systems to Windows Vista.
- Reviewed technical documentation references for all required training needed
- Conducted analysis and develop solutions in the application of information technology.
- Extremely career oriented and eager to learn and contribute to a company's team.
- Proficient in hardware installation and maintenance
- Planned and delivered technical support services including troubleshooting and installation, removals, moves, systems knowledge and assistance in response to customer requirements
- Diagnosed and resolved problems in response to customer reported incidents
- Ensured organized data closets when adding or removing patch cabling
- Cisco Routing and Switching Essentials
- Ethical Hacking and Penetration
- Web Development
- Microsoft Client
- UNIX/Linux
- Information Security
- Network Security
- Assembly Language Programming
- Assisted instructor in dual enrollment classes by training the students on how to properly connect routers to switches
- Provided support to external and internal customers while in training
- Communicated orally and in writing with customers to gain additional knowledge of technical problems while in training

Certifications: Cisco Certified Network Associate Security (CCNA) Certification
Security Plus (SYS601) Certification (Expiration 06/2027)