

Jacob Kasavage

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Professional Summary

Detail-oriented IT Specialist with **3+ years of enterprise support experience** and strong interest in governance, risk, and compliance. Skilled in access control reviews, documentation, policy enforcement, and monitoring security standards across enterprise systems. Experienced in incident reporting, audit support, and user compliance with IT and security policies. Currently training in cybersecurity governance frameworks, vulnerability management, and incident response through RangeForce. Seeking a GRC Analyst role to apply technical expertise, compliance knowledge, and documentation skills to support organizational risk management and regulatory requirements.

Core GRC & Security Skills

- **Governance & Compliance:** Familiarity with NIST Cybersecurity Framework, policy enforcement, audit support, compliance documentation
 - **Risk Management:** Vulnerability assessment (theory + practice), incident reporting, system hardening validation
 - **Access & Identity Controls:** Active Directory provisioning, group policies, password enforcement, shared drive access reviews
 - **Security Tools:** Splunk (log review for compliance), WireShark (network traffic analysis), Lansweeper, ManageEngine
 - **Professional Competencies:** Documentation, de-escalation, conflict resolution, training end-users in policy adherence
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Professional Experience

IT Help Desk Specialist

Athena Health Care Systems – Farmington, CT | Aug 2022 – Present

- Conducted **access reviews** in Active Directory and shared drive permissions, ensuring compliance with organizational security standards.
- Enforced **password policies and MFA requirements**, supporting IAM and compliance initiatives.
- Documented incidents, escalations, and resolutions to support **audit readiness and compliance tracking**.
- Assisted with **Windows 11 corporate security upgrade rollout**, ensuring adherence to enterprise baseline standards.
- Collaborated with IT and security teams to respond to **suspicious activity reports, phishing attempts, and unauthorized access events**.
- Used **Splunk log review** and **WireShark diagnostics** to validate incidents and provide supporting evidence for investigations.

Lifeguard / Head Lifeguard / Instructor

Town of East Hartford – East Hartford, CT | Jan 2016 – May 2023

- Oversaw compliance with **Red Cross safety regulations**, ensuring adherence to organizational standards.
- Trained and audited team members on safety policies and procedures, building transferable skills in compliance training and risk enforcement.

Part-Time Bank Teller

Westfield Bank – Enfield, CT | Feb 2022 – Jun 2022

- Followed **financial compliance protocols** including customer identity verification and fraud prevention procedures.
- Ensured proper handling of sensitive financial data within regulatory standards.

Cybersecurity Training & Projects

RangeForce Cybersecurity Training (*Ongoing*)

- Hands-on training in **incident response, malware analysis, and vulnerability identification**.
- Applied **NIST Cybersecurity Framework concepts** to simulated enterprise risk and compliance scenarios.
- Investigated **policy violations and security misconfigurations** in SOC-style labs.
- Developed skills in **documentation and reporting** for compliance tracking and audits.

Certifications (In Progress / Planned):

- Google Cybersecurity Professional Certificate (*In Progress*)
 - CompTIA Security+ (*Planned 2025*)
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Education

East Hartford High School – East Hartford, CT | 2017

Additional Skills

- Remote Access Tools: TeamViewer, GoToResolve, Windows Remote Desktop
- Service Management: Lansweeper, ManageEngine, Service Desk Plus
- Professional: Risk documentation, compliance reporting, end-user training, 85 WPM typing