

Jacob Kasavage

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Professional Summary

Motivated IT Support Specialist with 3+ years of Tier I–III enterprise support experience and a growing focus on cybersecurity and compliance. Familiar with NIST Risk Management Framework (SP 800-37, SP 800-53A, SP 800-30) concepts through training and hands-on labs. Exposure to basic security control assessment, vulnerability identification, POA&M concepts, and risk prioritization via RangeForce cybersecurity training. Skilled in VPN configuration, network troubleshooting, and log/packet analysis with tools such as Splunk and Wireshark. Eager to expand technical foundation in a junior-level security compliance and assessment role.

Cybersecurity & Networking Skills

- WireShark (packet analysis)
- Splunk (log analysis)
- TCP/IP, DNS, DHCP
- VPN (FortiClient, Pulse Secure)
- Microsoft Exchange & Office 365 security
- Active Directory, password policy management
- BitLocker encryption, PingID MFA
- NIST Framework familiarity
- Vulnerability assessments (theory + practice)
- Incident Response basics (via RangeForce)
- Exposure to POA&M development concepts and remediation tracking in training scenarios
- Basic understanding of risk identification and prioritization in simulated environments

Work Experience

IT Help Desk Specialist

Athena Health Care Systems-Farmington, CT

August 2022 to Present

- Provide Tier I–III technical support in enterprise environments, including advanced diagnostics, escalation, and root cause analysis.
- Support secure remote access for users via VPN configuration (FortiClient, Pulse Secure) and MFA setup (PingID).
- Perform Active Directory administration, including user provisioning, password resets, and group policy adjustments.
- Assist with Microsoft Exchange & Office 365 administration, including security configurations.

- Use Wireshark and Splunk for troubleshooting and validating system/network configurations.
- Applied basic NIST framework concepts when addressing security-related IT tickets such as encryption management and secure file access.

Lifeguard / Instructor / Supervisor

TOWN OF EAST HARTFORD-East Hartford, CT

January 2016 to May 2023

- Progressed from Lifeguard to Head Lifeguard and Instructor over 7+ years.
- Supervised teams of up to 10 employees; created schedules and managed safety procedures.
- Trained staff in emergency response and compliance with Red Cross safety standards.

Part Time Bank Teller

Westfield Bank-Enfield, CT

February 2022 to June 2022

- Handled secure financial transactions with accuracy and attention to detail.
- Maintained cash drawer integrity and followed strict security protocols.

Education

Cybersecurity Training & Labs in Cybersecurity

Remote Present

RangeForce Cybersecurity Training | Ongoing

- Topics covered: Malware analysis, incident response, website defacement handling, threat actor tactics, and MITRE D3FEND.
- Hands-on modules: Ghidra reverse engineering, perimeter compromise, network packet inspection, and defense strategy building.
- Gained experience using SOC tools, vulnerability identification, and handling simulated breaches.

Certifications (in progress / planned):

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

High school diploma or GED

East Hartford High School-East Hartford, CT 2017

Skills

Technical Skills

- Windows Server, MacOS, Office 365, Windows 10/11
- Active Directory, Microsoft Exchange
- VPN (FortiClient, Pulse Secure), Citrix
- Software & OS Troubleshooting, VoIP, DHCP, DNS

Security & Networking

- WireShark, Splunk
- NIST Framework, Vulnerability Assessment
- TCP/IP, Network Protocols
- BitLocker, PingID, PowerShell

Professional Skills

- De-escalation, Conflict Resolution, Time Management
- Technical Support, Customer Service
- 85 WPM Typing, Documentation

Certifications and Licenses

Lifeguard Training

CPR Certification

First Aid Certification