I am a husband and father of 10 who has always desired to support my family working for a company with Catholic connections, thus I joined St Joseph Business Guild when my last work contract ended.

I am a dedicated & highly motivated IT Engineer with 16 years of experience installing, maintaining, & supporting a broad range of technologies including Oracle Retail, Microsoft, and Cloud.

I have an educational foundation in Computer Science, Cyber Security, and Cloud.

So far I have achieved CompTIA Security+, ESCP, and AWS Certified Cloud Practitioner certifications.

I also thrive and really enjoy support roles and troubleshooting.

Thank you for your consideration!

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jerfox@hotmail.com
507-412-0250

JEREMIAH FOXHOVEN

SUMMARY

Dedicated & highly motivated IT Engineer with 16 years of experience installing, maintaining, & supporting a broad range of technologies including Oracle, Microsoft, and Cloud. Recognized for ability to communicate effectively within departments and clients, provide in-depth analysis, and increase system security, reliability, & usability. Educational foundation in Computer Science, Cyber Security, and Cloud. Achieved CompTIA Security+, ESCP, and AWS Certified Cloud Practitioner certifications.

Various IT Skills:

Microsoft Office 365: Sharepoint, Teams, Exchange, Shared Calendar, OneDrive. Defender, PowerAutomate, Forms, Powershell, Linux, Windows 10/11/Server, Oracle Infrastructure, AzureAD & onprem AD Hybrid, System administration, DNS, TCP/IP, HTTP, SMTP, VLAN, SQL, NTFS, Ad Hoc/Infrastructure, Intrusion detection, Firewalls, Network Security, Malware analysis, Network configuration, Software installation, Technical support, Troubleshooting, Customer service, Information Security, Vulnerability Assessment, Risk Analysis, Data Analytics, Malware Prevention, Network Security

WORK EXPERIENCE

THE NINE MINDS GROUP   April 2021 – July 2023
Oracle/AWS/Microsoft O365 Engineer
Contractor for TNMG IT Infrastructure and consulting firm, outsourcing services to Kendra Scott
- Supported client of almost 3000 employees in use of Oracle software and Microsoft O365 applications.
- Resolved over 250 incident tickets per year from systems end-users
- Worked on multiple projects including backup/restore/high-availability, LastPass administration, SSL certificate renewals, CarbonBlack Antivirus administration, infra & app auto-restart scripting, Oracle version upgrades, infra cloud migration

EVOLVE SECURITY ACADEMY   September 2020 – February 2021
Security Apprentice
A 16-week immersive cybersecurity training academy and apprenticeship program focused on performing live security assessments on non-profits.
- Collaborated with a team of 10 apprentices and associates to assess the client's system security, create a plan of action, and perform necessary steps to maintain security compliance and policies.
- Trained client on best practices within security awareness and updated software and hardware to the latest security patches, improving system by 5%.
- Utilized top relevant tools including Kali Linux, Wireshark, and Nmap to monitor, scan, and provide network defense on user's systems.

LOGIC INFORMATION SYSTEMS   January 2013 – April 2020
Technical Infrastructure & Application Consultant
IT Infrastructure and consulting firm, outsourcing services to clients: Louis Vuitton, Staples, Kendra Scott,
*   AAFES, Barnes & Noble, and Ascena Retail.*
- Collaborated with a team of 3-5 consultants and management to execute installation, configuration, and on-going support of software rollouts for hundreds of sites in North and Central America.
- Built and maintained development, testing, and production environments of cost-cutting Oracle programs for clients, migrating developed custom codes for testing and production environments.
- Administered Xstore, Xadmin, Xcenter, and Xenvironment installations, ensuring software and hardware were configured and tested prior to go-live while maintaining thorough system security.
- Maintained weekly communication with management, on-site team, and client to report on projected goals, distribute daily tasks, and provide recommendations; successfully opened 100% of sites on time.
- Awarded "Consultant of the Year" in 2019 out of 20 staff members for Delivery Domain.

ORACLE RETAIL   November 2007 – January 2013
Application Support
- Reduced upgrade and installation time by over 50% through development of automated scripts for hundreds of yearly upgrades across 3000+ users.
- Conducted weekly individual and team meetings to discuss status updates on new and current projects; maintained communication through Outlook, IM, Jira, and shared Excel spreadsheets.
- Completed installation and configuration of 10 Oracle Retail applications across 4 versions and 3 Oracle Application servers.

RELEVANT PROJECTS

Application Vulnerability Assessment: Led live web Application Vulnerability Assessment on non-profit organization based on OWASP standards. Project involved scoping, creating, and delivering a 10-page report that included an executive summary, detailed findings, and recommendations.

EDUCATION

Bachelors in Computer Information Science with minor in Business Marketing | Franciscan University (Steubenville, OH)

CERTIFICATIONS

Evolve Security Certified Professional (ESCP) Certification - (March 2021)
- Intensive 16-week cybersecurity bootcamp with accelerated, hands-on training.
- Demonstrated competency through one-on-one instructor assessments upon each module completion.
- Passed multiple choice written exam and hands-on lab.
- Areas of focus included application & network stack; security program creation / administration; physical / social engineering; defense, detection, and architecture; hardening systems; cryptography; vulnerability detection / management; forensics and incident response.

CompTIA Security+ Certification - (April 2021)

AWS Certified Cloud Practitioner – (July 2023)