

# JONATHAN (JON) FENN

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## PROFESSIONAL SUMMARY

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Detail-oriented IT and cybersecurity professional with a Master's in Cybersecurity & Information Assurance and approximately ½ year of dedicated IT experience. Recently served as the sole IT resource for a U.S. Bureau of Reclamation field office and five major hydroelectric dams. Holds active Security+, Network+, CEH, and AWS Cloud Practitioner certifications. Long-term goal: Security Architect within the federal government.

## SKILLS

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• <b>Windows 10/11</b>	• <b>Tier 2 Support</b>	• <b>Hardware/Software Troubleshooting</b>
• Azure Intune	• Entra ID / Azure AD	• Autopilot
• M365 Administration	• User Access Control	• MFA
• PIV Card Management	• Network Troubleshooting	• DNS/DHCP
• VPN	• SQL (Basic – D427)	• Federal IT Compliance

## CERTIFICATIONS

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- CompTIA Security+ – Active until Mar 2029
- CompTIA Network+ – Active until Jan 2028
- Certified Ethical Hacker (CEH) – Active until Dec 2026
- AWS Certified Cloud Practitioner – Active until Jun 2028
- AZ-500 Microsoft Azure Security – In Progress

## PROFESSIONAL EXPERIENCE

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### Desktop Support Specialist / Field Office IT Lead

<b>DecisionPoint Corporation (Contractor – U.S. Bureau of Reclamation)   Heyburn, ID</b>	<b>Dec 2025 – May 2026</b>
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- Served as the sole on-site IT professional for a field office and five major dams (Palisades, Ririe, Jackson, Minidoka, American Falls)

- Independently managed user administration, endpoint configuration, software deployment, and Tier 2 troubleshooting
- Led migration of 24 workstations/laptops to Azure Intune/Entra ID with Autopilot
- Administered PIV card access control and managed permissions per federal requirements
- Oversaw full hardware lifecycle and coordinated with regional IT while maintaining federal compliance
- Held active Public Trust Clearance (U.S. Bureau of Reclamation) for the duration of the contract.

### **Assistant Chemist (Lead) / Control Room Operator**

<b>Amalgamated Sugar Company   Nampa, ID</b>	<b>Oct 2002 – Aug 2024</b>
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- Primary technical troubleshooting resource for lab instrumentation and network-connected devices
- Operated control room monitoring 200+ process screens and resolved anomalies
- Led and trained laboratory staff of 3–5 employees

### **EDUCATION**

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M.S. Cybersecurity & Information Assurance — Western Governors University, 2023

B.A. Computer Science — Northwest Nazarene University, 2019

A.A. Liberal Arts — College of Western Idaho, 2016