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# Jaxson Wolfert

Springville UT

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Passionate and detail-oriented IT professional with a strong foundation in cybersecurity and technical support. Currently pursuing CompTIA Security+ certification, with hands-on experience in Kali Linux, vulnerability assessments, and network security. A problem solver with 3+ years of customer-facing technical service experience, skilled at troubleshooting and maintaining IT infrastructure. Passionate about securing digital environments and the exciting world of cyber security.

## CYBER SECURITY PROJECTS

- Performed a complete scanning and enumeration of a network using nmap, ffuf and some basic powershell on Windows and Kali Linux
- Set up a virtual machine, installed Elasticsearch and Wazuh, tuned SIEM alerts
- Assessed threat vectors to a company using the MITRE ATT&CK threat matrix and suggested security improvements

## EXPERIENCE

### CLIENT TECHNICAL SUPPORT ASSOCIATE

Caselle

- Managed high levels of call flow and responded to technical support needs
- Used ticketing systems to manage and process support actions and requests
- Used Azure to manage tickets and dev ops.

**Provo, UT**

*August 2022 - Present*

### OWNER/OPERATOR

Window Professional

- Ran day to day business operations with 5 employees including customer service and satisfaction, employee management, business management.

**Provo, UT**

*July 2017 - August 2022*

## EDUCATION/CERTIFICATES

### BACHELORS OF SCIENCE IN PSYCHOLOGY

Utah Valley University, **UT**

*May 2022*

### CERTIFICATION IN CYBER SECURITY

Triple Ten, **Online**

*Expected graduation May 2025*

### COMPTIA SECURITY+

*Expected March 2025*

## SKILLS

- Security protocols
- Backup and recovery
- Ticket management
- Application support
- Technical troubleshooting
- Remote support
- Technical support
- Linux