

JEDSON JERUME

IT Support Specialist | Cybersecurity

Westlake, FL • 914-374-8934 • jedson.jerume@gmail.com
linkedin.com/in/jedson-jerume-78b54130a • jedsonjerume.com

PROFESSIONAL SUMMARY

IT Support Specialist with 6+ years of experience across Tier 1/Tier 2 support, systems administration, and endpoint security in enterprise environments. B.S. in Cybersecurity with hands-on experience in identity and access management, network fundamentals, and root-cause incident resolution. Skilled at enforcing secure configuration standards, reducing repeat incidents, and translating technical issues into clear guidance for end users and stakeholders.

TECHNICAL SKILLS

Security & Identity Management

Active Directory administration, Okta (IAM/SSO), VPN configuration & support, Endpoint security & antivirus/EDR tools, Mobile Device Management (MDM), Fortinet firewall fundamentals, Access provisioning & least-privilege enforcement, Incident response & root cause analysis, Security awareness training

IT Service Management

ServiceNow, Zendesk, Jira, ITIL Framework, SLA-driven ticket resolution, Knowledge base creation & technical documentation, User training, onboarding/offboarding support

Networking & Systems Administration

LAN/WAN/Wi-Fi troubleshooting, DNS/DHCP fundamentals, Windows, macOS & Linux administration, Hardware/software diagnostics, Remote desktop support, Software deployment & patch management, iOS & Android device management

Cloud & Productivity Platforms

Microsoft 365, Google Workspace, Apple iWork, Microsoft Teams, Zoom, CRM platforms, Customer service & stakeholder communication

PROFESSIONAL EXPERIENCE

Technical Support Specialist, Tier II

Jan 2024 – Present

Tandem Diabetes — Charlotte, NC

- Deliver advanced technical support to 100+ end users and partners weekly via phone, email, and chat, resolving 95% of escalated issues within SLA.
- Conduct root cause analysis on break/fix incidents and implement long-term, security-conscious solutions that enhance product stability and customer trust.
- Serve as a Tier 1 subject matter expert, mentoring team members and maintaining knowledge base documentation, including secure configuration standards, to improve support effectiveness.

IT Support Specialist

Oct 2022 – Jan 2024

FIS Global — Charlotte, NC

- Performed Windows and macOS system installations, updates, and advanced troubleshooting, reducing repeat incidents by 25%.
- Managed 30+ ServiceNow ticket queues to ensure timely resolution and escalation of technical and security-related issues.
- Administered Active Directory account provisioning, permission assignments, and password resets for 200+ users, enforcing least-privilege access and secure onboarding/offboarding practices.

Technical Support Expert

Jul 2020 – Sep 2022

Asurion — New York, NY

- Managed 30+ monthly Windows, macOS, and iOS device activations with minimal user interruption.
- Conducted remote diagnostics using enterprise support tools, resolving 85% of incidents on first contact through root cause analysis.
- Trained 50+ users on secure configurations and cloud backup processes, reinforcing endpoint security best practices.

Tier 2 Technical Support Specialist

Apr 2018 – Dec 2020

Apple Inc. — New York, NY

- Addressed macOS and iOS hardware/software issues with 95% customer satisfaction.
- Used Apple's CRM to log customer data, issue resolutions, and product feedback trends.
- Delivered prompt, solution-focused support, earning consistently high NPS evaluations (4.8/5 average).

EDUCATION

Bachelor of Science in Cybersecurity

2026

Full Sail University — Winter Park, FL

Associate of Science in Information Technology

2024

Full Sail University — Winter Park, FL

Associate of Science in Business Administration

2020

LaGuardia Community College — Long Island City, NY