

Connor E. Jay

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Junior Solutions Engineer demonstrating rapid professional growth, I hold nearly half a decade of industry experience at 19 years of age. I have gained in-depth knowledge on many industry-related technologies through my work with multiple MSPs as well as my hands-on Independent Skills Development Environment. I am passionate about pursuing my industry both professionally and through learning outside of the office in my dedicated lab environment.

Skills

- Network Management & Analysis
 - vCenter, Hyper-V & Proxmox VE
 - Kaseya Software Suite & NinjaOne
 - Network Appliance Deployment
 - Active Directory & Group Policy
 - Linux System Administration
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Industry Experience

Junior Solutions Engineer

SimpleRoute

Supervisor: Chris Heidelberg

South Burlington, VT

March 2025 - Present

cheidelberg@simpleroute.com

- I manage roughly 60 or so clients in an MSP setting. To these clients, I am the primary contact for the reliable and exceptional implementation of all Professional Services Projects. Our clients range in size and structure from small businesses with roughly 30 endpoints to large manufacturing plants with over 500 endpoints.

- Deployed projects to client environments with technical accuracy while keeping the client's budget guidelines in mind. These projects can be either short-term tasks, or long-term projects with multiple facets to the project. A specific example would be the configuration and deployment of three Watchguard T25 firewalls to a client's branch offices across Vermont.

- During the process, I seek out and remediate potential risks that could affect our clients' networks, reducing potential downtime for our clients, and increasing the speed at which our team gets projects done. I also may work with the client after-hours to reduce their downtime as much as possible.

- As a member of the Professional Services team, I also function as the highest point for support ticket escalation, solving difficult technical issues that lower-level teams could not solve. We provide the lower-level teams technical guidance in the process.

Network Systems Engineer Team Lead

Senator Leahy Center for Digital Forensics and Cybersecurity

Supervisor: Ryan Gillen

Burlington, VT

September 2023 - March 2025

rgillen@champlain.edu

- I was promoted within a year to a leadership-based position due to my strong performance, qualifications, and organization-wide impact. During my time at the Leahy Center, I developed strong delegation skills and fostered team relationships by assigning critical tasks across multiple members of the Engineering team.

- I managed critical infrastructure of over 250 virtual machines across nine ESXi hosts, ensuring the successful operation for our internal teams and support teams. I utilized NinjaRMM to optimize system performance, reduce downtime, and provide thorough technical support to our local nonprofit clients.

- I designed and deployed a project-based curriculum for the IT Administration internship program which I oversaw from February 2024 to March 2025 - This involved teaching the interns how to navigate Active Directory, create secure web servers, use NinjaOne, and learn other technologies via shadowing the Network Systems Engineering team and the Security Services team.

IT Support Technician

Fort Washington Corporate Benefits Services

Supervisor: Steven Jay

Fort Washington, PA

September 2021 - August 2023

planner1976@comcast.net

- I was responsible for maintaining the computer systems and network equipment within my parents' office building from September 2021 to August 2023. I was also responsible for data backups to off-site network locations and USB storage. This took place during my junior and senior years of High School.
- I provided direct hardware and software support to my fellow employees eg. Windows 7, 10, and 11 troubleshooting, network connectivity issues, as well as print driver issues.
- During the transfer of the company, I was tasked with securely wiping the office's computers of all client information. The Department of Defense's 7 Pass 5220.22-M ECE standard was chosen since it was the most secure and practical standard.

Projects

Independent Skills Development Environment

Personal Project

Burlington, VT

October 2024 - Present

- This comprehensive network environment was designed to help me bridge the gap between my academic coursework and real-world industry experience in Computer Networking, System Administration, and Cybersecurity. The initiative involved strategically selecting and deploying enterprise equipment in a datacenter-grade network cabinet to create a versatile lab capable of supporting advanced networking concepts and future certification preparation.
- Key technical implementations include granular network segmentation with policy-based access controls, LDAP and RADIUS authentication through Active Directory Domain Services, and a comprehensive virtualization platform using Proxmox. The physical servers host multiple Windows Server environments with redundant domain controllers, network policy servers, an air-gapped root certificate authority and online signing certificate authority, and management systems, alongside various Linux containers and virtual machines. Additionally, the lab incorporates a GNS3 VM for creating complex CCNP Enterprise practice scenarios.
- The lab will serve as my primary platform for pursuing the Cisco CCNP Enterprise certification, specifically targeting the 350-401 ENCOR exam via an upcoming CCNP ENCOR Independent Preparatory Study course.

Student Networking and Cybersecurity Lab Renovation

Eastern Center for Arts and Technology

Willow Grove, PA

September 2022 - June 2023

- This was a group project to renovate the current Cisco CCNA study lab at my Vocational Tech School (partner enrolled during my junior and senior years of High School). We implemented two 48 Unit Networking Cabinets with Cisco routers, switches, and ASAs throughout the school year.
 - The first of these cabinets has a focus for students in their junior year, while the second cabinet has a focus for Senior students going into more advanced topics. These cabinets would also be used for lab assignments while we installed the equipment. An example of this would be team Inter-VLAN Routing using three routers and two switches.
 - Rack #1: 21 Cisco Switches of various models, Cisco 1841 ISR routers, a VoIP phone system, & a Windows AD Server.
 - Rack #2: 14 Cisco Catalyst 24 Port Gigabit Switches, 21 Cisco 4331 ISR Routers, & 6 Cisco 5506-X ASAs.
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Education

Bachelor's of Science in Computer Networking and Cybersecurity

Champlain College

Burlington, VT

Anticipated May 2026

- I am currently enrolled at Champlain College, working towards a Bachelors of Science in Computer Networking and Cybersecurity. I will be embarking on a faculty-assisted preparatory study for the Cisco 350-401 ENCOR exam this upcoming September. I am expected to graduate a full year early thanks to my hard work and previous studies with Montgomery County Community College.

- I was nominated for the role of Peer Coach due to my role as a mentor in the community and in my Major of Computer Networking and Cybersecurity, I have encouraged various students to pursue developing their own lab environment similar to my Independent Skills Development Environment, and to pursue industry certifications like the CCNA or CompTIA Security+.

Dual Enrollment Study in Computer Networking and Cybersecurity

Montgomery County Community College

Blue Bell, PA

September 2021 - August 2023

- I enrolled with a local Community College during High School to garner experience in my industry and for college credits which would be transferable once I began attending college.

– Relevant Coursework –

Windows Server Administration & Support (CIS 158):

- Gained knowledge in the hands-on installation, configuration, and management of Windows Server 2016 / 2019.
- Developed practical skills with various server roles / services such as Active Directory, Hyper-V, IIS Web Server, etc.

CCNAv7 Switching, Routing, and Wireless Essentials (CIS 171):

- Learned in depth configuration of routers & switches, specific topics include VLANs, VTP, and Inter-VLAN routing.
- Practiced hands-on implementation of wireless AP configuration and management using Cisco and Linksys devices.
- Developed proficiency in configuring and troubleshooting protocols such as STP, EtherChannel, and load balancing protocols.

CCNAv7 Enterprise Networking, Security, and Automation (CIS 172):

- Practiced hands-on implementations of OSPFv2, NAT, QoS mechanisms, IPsec VPN concepts, Network Management tools.
- Garnered an entry-level understanding of large-scale WAN networking standards, SDN, and Intent-Based Networking.

Cisco Network Security (CIS 208):

- Implemented switch and router hardening, zone-based firewalls, IPS systems, and ASAs, and site to site VPNs.
- Studied and learned practical implementation of public key infrastructure, AAA services such as RADIUS / TACACS.

Certifications

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| • Cisco Certified Network Professional (Currently in progress) | Estimated to achieve by May 2026 |
| • Cisco Certified Network Associate (33e1813471854f63b8da096086a740c0) | Expires May 2027 |
| • CompTIA A+ (COMP001022259257) | Expires June 2026 |
| • OSHA 10 Hour General Industry Safety and Health (14-702315399) | Does not expire |

Awards & Scholarships

- Champlain College - Presidential Scholarship
 - Champlain College - Achievement Scholarship
 - Champlain College - Dean's List for the Spring 2024 Semester & Spring 2025 Semester
 - Champlain College - President's List for the Fall 2024 Semester
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