

Jordan Watkins

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Professional Summary

Resourceful IT professional with hands-on experience across network operations, cybersecurity, and healthcare information systems, certified in Network+, Security+, CySA+, and Server+. Skilled in maintaining infrastructure reliability, managing access controls, and implementing security measures that support compliance and system integrity. Experienced in IAM administration and endpoint protection, with a proven ability to troubleshoot network issues, mitigate vulnerabilities, and enhance service delivery across enterprise environments. Known for analytical problem-solving, incident coordination, and cross-team collaboration that strengthen both security posture and operational efficiency.

Work Experience

UK St. Claire – Morehead, KY

System Analyst I | Mar 2025 – Present

- Appointed Technology Lead for the Epic Integration project, overseeing the Endpoint User Device team and ensuring seamless deployment of devices across the organization.
- Utilize identity and access management processes through Delinea Secret Server to securely manage service and privileged accounts, enforce compliance, and maintain access integrity.
- Maintain and optimize enterprise infrastructure supporting operational systems and endpoint performance.
- Troubleshoot network connectivity, server performance, and endpoint reliability to ensure consistent uptime.
- Configure and manage Freshservice to improve ticket workflows, automation, and service tracking.
- Leverage Lansweeper to enhance asset discovery, reporting, and configuration visibility throughout the organization.
- Oversaw enterprise-wide operating system and application upgrade initiatives, including the transition from Windows 10 to Windows 11 and the rollout of Microsoft 365, ensuring compatibility, security, and minimal disruption to users.
- Develop and deploy hardened OS images for secure endpoint provisioning across departments.
- Oversee Wyse Management Suite to control thin client configurations, firmware updates, and endpoint deployment.
- Collaborate with cybersecurity and network teams to implement security controls, mitigate vulnerabilities, monitor risks, and support patch management activities.

Help Desk Team Lead | Aug 2024 – Mar 2025

- Supervised Tier 1 and Tier 2 support operations, ensuring SLA compliance and timely ticket handling.
- Collaborated with senior analysts and stakeholders to troubleshoot user access issues and resolve service requests.
- Developed and coached analysts on advanced troubleshooting and escalation procedures.
- Standardized support documentation and internal processes to reduce incident recurrence and response time.
- Oversaw hardware lifecycle management, including procurement, deployment, maintenance, and decommissioning to ensure consistent device performance and compliance with organizational standards.

Help Desk Analyst II | Feb 2024 – Aug 2024

- Resolved advanced issues involving Windows systems, Active Directory, application support, and network configuration.

- Supported endpoint deployment and onboarding workflows for new users.
- Coordinated escalation with infrastructure and cybersecurity teams for incident resolution.
- Served as a technical resource for users and junior staff, resolving issues and optimizing processes.

Help Desk Analyst | Jun 2023 – Feb 2024

- Provided frontline support for hardware, software, and networking issues in a 24/7 environment.
- Administered Active Directory accounts and managed user access requests with accuracy and consistency.
- Documented incidents and service resolutions following ITIL best practices.

Walmart Inc. – Morehead, KY

Stock One Team Lead | 2016 – 2022

- Managed team performance, ensuring adherence to inventory control and compliance standards.
- Supported mobile and BYOD device troubleshooting via the FixIt ticketing system.
- Assisted in implementing AR-based inventory tools that improved workflow accuracy and reduced downtime.

Certifications

A comprehensive certification portfolio spanning networking, systems, and cybersecurity disciplines.

- CompTIA CySA+ – Cybersecurity Analyst
- CompTIA Security+ – Security Foundations and Risk Management
- CompTIA Network+ – Network Infrastructure and Connectivity
- CompTIA Server+ – System Administration and Virtualization
- CompTIA A+ – Hardware and Technical Support Fundamentals
- Microsoft Certified: 365 Fundamentals – Cloud Productivity and Collaboration Tools

Technical Skills

Networking: Basic LAN/WAN Support, DNS/DHCP Configuration and Troubleshooting Support, VLAN Awareness, Network Issue Resolution

Security & IAM: Delinea Secret Server, Endpoint Protection, Role-Based Access Control (RBAC), Identity & Access Management, Vulnerability Mitigation, Patch Management, Compliance & Audit Support

Systems & Infrastructure: Windows Server Administration, OS Imaging & Deployment, Hardware Lifecycle Management

Programming & Scripting: Python, SQL, HTML/CSS, Lansweeper Automation and SmartDeploy Scripting

Professional Skills: Leadership, Incident Coordination, Technical Documentation, Cross-Team Collaboration