Jax Riddell

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Education

Lamar University Beaumont, TX

Bachelor of Science in Computer Science *December 2026*

- ***GPA**: 3.3/4.0*
- ***Relevant Coursework**: Data Structures & Algorithms, Operating Systems, Distributed Systems, Database Design, Software Engineering, Computer Architecture, Computer Networks, Cybersecurity, Statistics*

Technical Skills

Operating Systems: Linux/UNIX, Windows

Systems & Networking: TCP/IP, DHCP, DNS, NAT, Firewall configuration, Subnetting, Active Directory, VLANs

Tools & Platforms: Azure, Microsoft Sentinel, Splunk, Entra ID, Microsoft 365, SharePoint

Programming & Scripting: PowerShell, Git, Bash, Python, JavaScript, SQL

Certifications: CompTIA Security+ (SY0-701), Microsoft Certified: Azure Fundamentals (AZ-900), Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900), Cisco CCNA (200-301) - In Progress

Experience

Help Desk Support Representative June 2026 – Present

Neches Federal Credit Union *Port Neches, TX*

- Managed Active Directory account life-cycle and access control across a regulated financial institution, provisioning permissions and enforcing least-privilege access to protect member PII in compliance with GLBA.
- Resolved 250+ help desk tickets via Track-It, including MFA/authentication troubleshooting and secure document management, applying sound judgment to balance security requirements with member service needs.
- Configured and deployed workstation images across 7 branch locations, maintaining network asset documentation (IP allocation, device inventory) to support security and operational continuity.
- Diagnosed member MFA delivery failures by verifying codes were sent in login logs, then worked with the carrier to identify message blocking as the root cause.

CS Success Tutor January 2025 – December 2025

Lamar University - Computer Science Department *Beaumont, TX*

- Tutored undergraduates in Data Structures & Algorithms, Java, and object-oriented development and communicated complex technical concepts clearly and documented common solutions for recurring issues.
- Provided technical support to users by diagnosing and resolving software, OS, and environment issues across Linux and Windows systems.

Projects

Active Directory Homelab | GitHub March 2026 – Present

- Deployed a Windows Server 2025 domain controller with AD DS and DNS to simulate an enterprise identity environment, provisioning users, security groups, and OUs via PowerShell.
- Configured Group Policy Objects for password enforcement, account lockout, and desktop restrictions to enforce enterprise security policy, and integrated Splunk SIEM with real-time alerts for account lockouts, privilege escalation, and unauthorized user creation.
- Deployed osTicket on IIS with MySQL, replicating enterprise support workflows including ticket-based password resets and account troubleshooting resolved through Active Directory.
- Extended the environment to Azure by configuring hybrid identity via Microsoft Entra Connect, enrolling the domain controller in Azure Arc, and deploying Microsoft Sentinel with custom analytics rules for authentication threat detection.

pfSense Firewall Homelab | GitHub January 2026 – February 2026

- Deployed and configured a pfSense firewall in VirtualBox with LAN/WAN segmentation, DHCP, and NAT to secure a virtualized internal network.
- Diagnosed and resolved DHCP conflicts, routing failures, and interface misconfiguration through systematic Layer 2/Layer 3 troubleshooting.