

Jackson David Stark

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EDUCATION

University of Utah David Eccles School of Business

December 2023

B.S. in Information Systems, Minor in Business Management Salt Lake City, UT

Primary Coursework: Networking & Server Operations, Java, Python, PHP/HTML, Systems Analysis

SKILLS

Microsoft Office/Google Workspace

Programming/Scripting: Python, Bash, Powershell

Networking: Cisco IOS & NX-OS, Cisco ASA, Palo Alto, VeloCloud SD-WAN & Orchestrator, Arista EOS, F5 BIG-IP

Security: CrowdStrike Falcon, Palo Alto Panorama, Wireshark

Management Systems: VMware vSphere, Cisco ISE, ServiceNow, SolarWinds Orion, Active Directory, Intune, SCCM, Entra ID

Operating Systems: VMware ESXi, Windows (10, 11, Server), Red Hat Enterprise Linux, Kali Linux

CERTIFICATIONS

Awarded: Cisco CCNA, CompTIA Network+, TestOut Network Pro, Certiport IT Specialist

In-Progress: CCNP Enterprise, Palo Alto NGFW Engineer

EXPERIENCE

Steamboat Resort

May 2025 – Present

IT Support Technician Steamboat Springs, CO

- Provided extensive IT support across the resort — desktops, laptops, telecom, networking, and printer environments.
- Managed Active Directory, Entra ID, Intune, SCCM, and M365 user lifecycles including onboarding/offboardings.
- Supported POS applications and devices, ensuring reliable technology operations across all business units.

Conduent Business Services Inc.

May 2023 – April 2025

Network Engineer

- Provided Tier 2 on-call support for world-wide infrastructure spanning 22 countries and 100+ sites for 500+ Government entities and most Fortune 100 clients. Managed 300+ routers, switches, firewalls, and load balancers from Cisco, Palo Alto, F5, and VeloCloud SD-WAN.
 - o Implemented emergency changes to resolve client-wide outages from routing issues, missing security/NAT policies, F5 VIP issues, and high-latency incidents.

Junior Network Engineer

- Applied baseline configurations to Cisco routers, switches, Nexus, and ASAs on-site and remotely. Resolved 2,000+ network incident tickets; completed 100+ CAB-approved production network changes.
 - o Conducted reviews of firewall logs and rules using Palo Alto Panorama, ensuring adherence to security policies and efficient traffic management.

Information Technology Intern

- Worked in a NOC environment monitoring applications and processes; escalated and created 1,000+ incident tickets. Assisted with incident management and root cause analysis to maintain SLA compliance.

PROJECTS

EVE-NG: Enterprise Infrastructure Emulation

September 2023 – Present

- Designed, deployed, and troubleshot multi-vendor network topologies within a self-hosted HPE ProLiant DL360 Gen9 server running EVE-NG, emulating real-world enterprise infrastructure across Cisco IOS-XE/NX-OS/ASA and Palo Alto PAN-OS.
- Lab covers BGP, OSPF, EIGRP, HSRP, DMVPN w/ IPsec (Phases 1–3), BFD, Redistribution, Policy-Based Routing, CoPP, VLANs, Active Directory, and Palo Alto firewall policies — aligned with CCNP Enterprise and Palo Alto NGFW engineer objectives.