

Jessie Owens

Systems Administrator | Active TS/SCI | Security+ | Enterprise Infrastructure
San Antonio, TX | Active TS/SCI Clearance
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Professional Summary

Systems Administrator and IT professional with 5+ years supporting secure Department of Defense and enterprise environments. Experienced in Active Directory, endpoint management, cybersecurity compliance, SCCM, STIG remediation, asset management, and enterprise support.

Technical Skills

Active Directory, Group Policy, SCCM, MDT, ServiceNow, Windows Administration, Linux Administration, DNS, DHCP, TCP/IP, Networking, Docker, Podman, Endpoint Management, STIG Compliance, NIST, Vulnerability Remediation, Change Management, AI-Assisted Development, Workflow Automation, Git

Professional Experience

SysCom, Inc. – Help Desk Specialist (2026–Present)

- Administer enterprise user accounts, security groups, permissions, and authentication services.
- Support workstation deployment, imaging, software installation, patch management, and lifecycle operations.
- Participate in vulnerability remediation, compliance activities, and change management processes.
- Support enterprise systems operating within secure environments.

United States Air Force – Client Systems Technician (2021–2026)

- Supported more than 1,000 users across secure Department of Defense networks.
- Administered Active Directory accounts, endpoint configurations, and enterprise workstation deployments.
- Maintained cybersecurity compliance through STIG implementation, vulnerability remediation, and system hardening.
- Assisted ISSO personnel with compliance validation and remediation efforts.

Independent Technical Projects

Eldritch IT (Founder)

- Founded and operate a managed IT services business focused on small-business technology support and infrastructure solutions.
- Developed operational workflows, documentation standards, outreach processes, and internal systems supporting business operations.
- Manage business technology stack, website administration, communications, and technical operations.

Homelab Infrastructure & Automation

- Designed and administered a self-hosted infrastructure environment supporting Linux services, containerized applications, networking services, media delivery, and AI workloads.
- Implemented DNS services, reverse proxies, networking segmentation, remote-access solutions, and service integrations.
- Evaluated and deployed modern AI tooling and local language models to support development and operational workflows.

Certifications

CompTIA Security+ | CompTIA A+ | Microsoft Azure Fundamentals (AZ-900) | ITIL Foundation

Education

Western Governors University – Bachelor of Science, Information Technology (In Progress)