# Jonathan Lunger

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## EDUCATION & CERTIFICATIONS

**B.S. Cybersecurity and Digital Forensics** | Commonwealth University of Pennsylvania - Bloomsburg | May 2026
**Minor: Arabic Studies** | National Security Agency-designated Center of Academic Excellence curriculum
**CompTIA Security+ (SY0-701)** | Earned June 2026

## PROFESSIONAL EXPERIENCE

### IT Technician | WellSpan Health | Nov 2024 - Nov 2025

- Completed 75-100 endpoint deployments per week against a target of 50, exceeding the planned pace by 50%-100% while achieving 100% BitLocker validation, asset tracking, and permanent metal labeling across 1,000+ computers at three hospital campuses.
- Responded to a missed BIOS configuration affecting all 130 computers in an emergency-room deployment; prepared and swapped in approximately 100 replacement workstations while correctly imaging the remaining systems, bringing the ER online within hours that same day.
- Used a KVM switch to image four to six computers simultaneously, increasing parallel preparation capacity and helping the imaging team complete 75-100 endpoint deployments per week.
- Deployed and verified security patches across 300+ Windows endpoints through Microsoft Endpoint Configuration Manager (MECM) and manual Group Policy updates, bringing outdated systems current and supporting HIPAA-aligned configurations.
- Installed and tested approximately 100 badge-scanner setups, enabling secure badge-based access to shared healthcare workstations and reducing delays associated with repeated manual sign-ins.
- Installed and supported hundreds of barcode scanners, printers, copiers, webcams, and microphones, restoring reliable peripheral workflows for clinical and administrative teams across three hospital buildings.
- Resolved Windows, printer, driver, print-queue, peripheral, and connectivity issues across three hospital buildings, restoring clinical and administrative workflows and documenting remediation, assignments, and escalations in ServiceNow.
- Completed foundational Splunk training and worked with the Security Operations Center one day per week for approximately 12 months, applying log searches, time filtering, graphing, and timelines while triaging 5-6 alerts per shift.

### Technology Lead | Bloomsburg University | Jun 2018 - Dec 2022

- Promoted with a pay increase into the university's first student Technology Lead position, then trained six to eight new technicians using explicit step-by-step documentation for Group Policy updates, correct endpoint imaging, event setups, cabling, and troubleshooting, preparing them to work independently.
- Delivered Level 1 and Level 2 support for 200+ staff across 50+ conference rooms, resolving six to eight manually tracked requests per workday and maintaining dependable access to workplace technology.
- Documented and escalated approximately five complex ServiceNow incidents per week involving account access, network outages, and unavailable network drives, recording symptoms and troubleshooting actions to give full-time administrators a complete handoff history.
- Resolved approximately 10-20 Active Directory password resets and account lockouts per week, verifying each request directly with the student or employee before restoring access and reducing full-time IT staff's weekly account-support workload by an estimated 30%-40%.
- Set up and supported 50+ high-profile events and installed 20+ projectors, 10+ PC-integrated audiovisual control racks, interactive boards, and wireless presentation systems, minimizing disruptions for leadership, faculty, staff, and guests.
- Personally applied Group Policy updates across 500+ workstations and laptops, using command-line verification to confirm current Windows builds and applied university configurations.
- Reset storage and ghosted approved Linux or preconfigured system images onto approximately 650 university computers, removing prior user data and preparing devices for redeployment or resale, including 300+ systems for Trash to Treasure.
- Maintained technology availability during a major building outage by deploying approximately 10 mobile workstation carts with isolated wireless connections, backup hotspots, and uninterruptible power supplies, keeping scheduled events operational.
- Reran audiovisual, Ethernet, power, and workstation-rack cabling during a 2021 renovation and installed two network switches, enabling two multipurpose rooms to operate independently or combine into one large event space.
- Updated and tested web-filtering rules to block 100+ unauthorized streaming and potentially malicious domains, verifying restrictions and reducing workstation exposure to unsafe content.

## IT INFRASTRUCTURE PROJECTS

### Secure Web Server Deployment | Personal Project | 2026

- Built an Ubuntu/Docker server for a family business with YAML-defined networking, volumes, and restart policies; used Caddy and a Cloudflare Tunnel for DNS, automated HTTPS, and repeatable deployment without exposing the origin IP or unnecessary ports.
- Brought a shared family cabin reservation website online by routing Cloudflare Tunnel traffic through the Caddy reverse proxy to the site's Docker container, providing reliable encrypted public access while the site owner independently manages reservation content.

## TECHNICAL SKILLS

**IT Support & Administration:** ServiceNow, Microsoft 365, Active Directory, Group Policy, MECM, desktop support, asset tracking, documentation, escalation, Windows, Linux, VMware
**Deployment, Hardware & Networking:** BitLocker, imaging, ghosting, KVM, patching, printers, badge/barcode scanners, projectors, AV racks, TCP/IP, DNS, Ethernet, switches, SSH, RDP, web filtering, HIPAA, FERPA, PowerShell, Bash