Jordan J. DiGiorgio

Kennett Square, PA 19348 | 610-306-2768
jordandigiorgio@protonmail.com | https://www.jd-portfolio.com

PROFILE

Technical Support Engineer at ESET North America a SaaS company that provides EDR, MDR, and XDR solutions. I specialize in problem solving complex issues which involve but are not limited to product deployment, EDR configuration, and troubleshooting back-end systems.

TECHNICAL SKILLS

- **Scripting & Diagnostics:** PowerShell fundamentals, Windows CMD, Bash fundamentals, API fundamentals, basic SQL queries, netstat, ping, traceroute, nslookup, log analysis, AI-assisted technical research
- **Systems & Infrastructure:** Windows Server, Active Directory, Group Policy, DNS, DHCP, SQL Server fundamentals, VMware Workstation Pro, Proxmox VE, Remote Desktop, SMB/UNC shares, server-client troubleshooting
- **Security Tools & Platforms:** ESET PROTECT, ESET PROTECT Cloud, ESET Endpoint Security, ESET Server Security, ESET Bridge (HTTP Proxy), Windows Firewall, pfSense, Wireshark, endpoint security troubleshooting
- **Networking:** TCP/IP, OSI model, subnetting, VLANs, trunking, inter-VLAN routing, routing/switching fundamentals, NAT/PAT, DHCP, DNS, ARP, ICMP, ACLs, VPN concepts, firewall policy, packet analysis, Cisco IOS, Wireshark, pfSense, Packet Tracer, static routing, routing protocol fundamentals
- **Operating Systems:** Windows 10/11, Windows Server, Ubuntu Server, Linux fundamentals
- **Cloud Platforms:** Microsoft 365, ESET PROTECT Cloud, Azure fundamentals, Azure Active Directory / Microsoft Entra ID fundamentals, cloud-based endpoint management concepts

PROFESSIONAL WORK EXPERIENCE

Technical Support Engineer | March 2025-Present
ESET North America, Remote

- Troubleshoot Endpoint security, server security, and management console issues across Windows, Windows Server, macOS, and Linux environments
- Support customers using ESET Protect, ESET Protect Cloud, ESET Endpoint Security, ESET Mail Security, ESET Bridge, and ESET Management Agent
- Diagnose agent to server communication failures involving DNS, firewall rules, proxy settings, SSL/TLS inspection, certificates, ports, and networking connectivity
- Investigate ESET Protect agent replication issues by reviewing client/server logs, service status, policy settings, product configuration, and network reachability
- Troubleshoot software deployment, activation, update, module download, and offline repository issues in managed endpoint environments
- Analyze network traffic and connectivity using tools such as Wireshark, netstat, ping, traceroute, nslookup, and Windows Event Viewer

- Assist customers with ESET Bridge, proxy configuration, mirror/offline update environments, and update cache troubleshooting
- Support security product configuration involving firewall rules, web control, device control, HIPS, ransomware protection, SSL/TLS filters, and exclusions
- Review logs and diagnostic data to identify root causes, reproduce issues, and recommend actions for endpoint and server protection problems
- Escalate complex technical issues to Tier 3, development, or product teams with documented finding, logs, reproduction steps, and customer impact
- Deliver technical guidance to customers on product configuration, policy management, deployment tasks, exclusions, and security best practices
- Perform product demonstrations and technical walkthroughs for customers to explain ESET Protect functionality, endpoint management, and security controls
- Document case notes, troubleshooting steps, customer environments, and resolution details in Salesforce to support accurate handoffs and future reference
- Collaborate with internal teams to resolve customer issues involving endpoint protection, management server communication, update infrastructure, and product configuration
- Lead support efforts for cybersecurity awareness training, assisting customers with platform configuration, user enrollment, campaign delivery, reporting, and issue resolution
- Serve as a primary support resource for cybersecurity awareness training cases, coordinating troubleshooting, documenting common issues, and guiding customers through configuration and best practices

Projects and Professional Development

- Home Lab: Built virtualized lab environments using Proxmox VE, VMware Workstation, pfSense, EVE-NG, GNS3, Windows Server, and Ubuntu Server to practice networking, routing, firewalling, and systems administration.
- Cisco CCNA Study: Hands-on study of TCP/IP, subnetting, VLANs, trunking, inter-VLAN routing, NAT/PAT, DHCP, DNS, ARP, ICMP, static routing, and Cisco IOS configuration
- Professional Development: Continuing education in networking, endpoint security, Windows Server administration, cloud fundamentals, and security operations

EDUCATION

Bachelor of Science in Cybersecurity, 2024
Wilmington University, New Castle, DE

CERTIFICATIONS

- CompTIA Security+
- CompTIA Network+
- CCNA (In-Progress)