

Jadon Jackson

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SUMMARY

Insightful GreyMatter Specialist with 1 year of experience in cybersecurity threat analysis and incident response, leveraging SIEM and EDR tools to enhance security posture. Managed complex incident queues and optimized detection algorithms, reducing false positives and improving proactive defense capabilities. Seeking to contribute to a forward-thinking organization through expertise in threat triage, system integrity restoration, and cross-functional investigations.

EXPERIENCE

GreyMatter Specialist

Reliaquest

June 2024 - Present, Tampa, FL

- Investigated and triaged cybersecurity threats using SIEM and EDR tools (Splunk, QRadar, Carbon Black, CrowdStrike, etc.), performing log analysis across firewalls, IDS/IPS, and endpoints to identify IOCs and threat patterns.
- Executed incident response actions including system isolation, artifact removal, and remediation playbooks to neutralize active threats and restore system integrity.
- Managed ticket queues and customer escalations, efficiently resolving security incidents and technical issues while contributing to training resources and documentation.
- Integrated and maintained log sources for enterprise clients, ensuring data ingestion accuracy and troubleshooting parsing issues to preserve monitoring fidelity.
- Deployed and optimized detection rules in GreyMatter Detect; fine-tuned engineering alerts to support proactive security operations and reduce false positives.
- Led advanced investigations—including Tier 3 escalations and ad-hoc threat hunts—using structured methodologies to deliver timely, actionable insights across cross-functional teams.

Crew Member

Chipotle

January 2022 - May 2024, Tampa, Florida

- Provided exceptional customer service in a high-pressure, fast-paced setting, consistently demonstrating reliability, adaptability, and strong communication.
- Rotated across key operational roles—food prep, dishwashing, and cooking—while maintaining strict standards for hygiene, safety, and workflow efficiency.

EDUCATION

Master of Science, Computer Science, Artificial Intelligence and Machine Learning

Western Governors University · Salt Lake City, Utah

Bachelor of Science - Information Science Concentration Information Security

University of South Florida · Tampa, FL · 2024

Associate of Science - Arts and Science

Hillsborough Community College · Tampa, FL · 2021

CERTIFICATIONS

CompTIA Security+

CompTIA · 2024

SKILLS

- Basic Knowledge of Linux Operating Systems
 - Log Analysis
 - Problem Solving
 - SIEM/EDR Platforms
 - Incident Response
 - SIEM/EDR Integrations
 - Threat Detection/Tuning
 - Cross-Team Collaboration
 - Time Management
 - Adaptability
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