Jeremy Tarkington

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https://viper-labs.com

Summary

IT Systems / Security Engineer with 7+ years of IT experience supporting regulated business environments, enterprise users, infrastructure, Microsoft 365/Entra/AD, endpoint systems, documentation, audits, vendors, and cross-functional IT projects. Experienced translating operational needs into technical fixes, coordinating between business users and technical teams, troubleshooting complex system issues, documenting SOPs, supporting compliance evidence, and improving repeatable IT processes. Background includes casino IT, MSP Tier 3 systems support, security remediation, automation, imaging, and business-critical support across distributed users and vendor-managed platforms.

Labs + tooling portfolio: https://viper-labs.com

Profiles

GitHub
jtarkington77

Linkedin
Jeremy Tarkington

Projects

Home Security Network
Segmented Home LAN and isolated Detonation Lab for safe malware testing using OPNsense firewall; separate routing/egress; DNS/logging tuned for analysis.

Wazuh SIEM + OpenEDR
Deployed across Home vs. Detonation; baseline dashboards/rules; endpoint onboarding; alert tuning/noise reduction.

Container Networking at Scale
Resolved Docker address-pool exhaustion by designing custom bridge networks; reorganized Compose stacks; standardized env/backup runbooks.

Cloudflare Zero-Trust Front Door
Placed all self-hosted services behind Cloudflare Tunnels/Access (reverse proxy); strong auth; *no* public ports.

Experience

National Networks — Lake Charles, LA
Systems Engineer III — 05/2025 - Present

- Support business-critical client systems across Microsoft 365, Entra ID, Active Directory, Exchange, endpoint platforms, permissions, shared resources, printers/scanners, VPN, firewall, and security tooling.
- Serve as escalation point for complex user, workstation, server, identity, application, access, and infrastructure issues across multiple client environments.
- Led large-scale Windows 10 → Windows 11 upgrades, resolving TPM, UEFI, disk, and OS corruption blockers
- Perform root-cause analysis for recurring incidents and implement corrective actions through configuration changes, documentation, automation, and user guidance.
- Delivered a solo CMMC Level 2 initial assessment across 14 domains / 110 controls, capturing evidence and producing a 72-page POA&M and leadership next-steps memo.
- Develop SOPs, one-page user guides, and repeatable technical procedures to improve support consistency, training, and business continuity.
- Build and test automation workflows for Windows 11 readiness, upgrade planning, asset tagging, and endpoint lifecycle support.
- Supported business applications, user access, vendor-managed platforms, reporting issues, workflow interruptions, and system-impacting incidents across regulated business departments.

Golden Nugget Casino — Lake Charles, LA

Skills

Endpoint provisioning & lifecycle management
Zero-touch Windows provisioning via PXE/WinPE, post-build hardening, patching, upgrades, and endpoint recovery.
PXE, WinPE, imaging, golden image, app bundles, post-install automation, ConnectWise RMM, asset tagging, upgrade workflow, Linux, custom server, MDM, mobile device management, tablets, smartphones, mobile enrollment

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Identity. tenant & access administration (M365 / Entra / AD / Exchange / Google Workspace)
Identity lifecycle, Conditional Access, MFA, device join, permissions, mailbox/admin operations, and tenant security posture.
Microsoft 365, Entra ID, Azure AD, Active Directory, GPO, Conditional Access, MFA, SSPR, licensing, SMB permissions, DNS/DHCP, Exchange Online, transport rules, routing, Networks, Google Workspace, Google Admin Console

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Automation & Scripting
PowerShell automation for endpoint builds, upgrades, remediation, admin workflows, and repeatable IT operations.
PowerShell, Bash, Python, scripting, automation, policy gates, preflight checks, CLI tools

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Infrastructure & platform operations
Operate and maintain supporting infrastructure with proper networking, updates, monitoring, and recovery.
Docker, Docker compose, bridge networks, IPAM, service discovery, backups, standardization, AWS, cloud infrastructure

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Endpoint troubleshooting & remediation
persistence & creds cleanup; controls; malware removal
persistence cleanup, autoruns, scheduled tasks, WMI event filters, services/drivers, startup folders, LSA/credential theft artifacts, malicious GPO/logon scripts, PowerShell history, registry run keys, DLL hijack traces, firewall policy, EDR re-enrollment, browser extensions

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Monitoring & endpoint visibility (SIEM/EDR)
Design detections, tune noise, investigate alerts, and drive containment across SIEM/EDR stacks.
SIEM, EDR, detection rules, alert triage, containment, tuning, Wazuh, OpenEDR, Huntress, Defender, telemetry baselines, noise reduction

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Network edge & zero-trust
Build segmented edge with VPN and zero-trust access; publish services safely without public ports.
OPNsense, WatchGuard, Cisco, firewall policy, VPN, segmentation, IDS/IPS, Cloudflare Tunnels, Cloudflare Access, zero trust, reverse proxy

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Compliance Delivery
Produce audit-ready packages: assessment workbook, evidence, POA&M, and exec-level summary.
CMMC Level 2, NIST 800-171, assessment, evidence caputre, POA&M, leadership

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Senior IT Support Specialist 10/2019 - 05/2025

- Supported IT operations in a regulated, high-availability business environment requiring strong uptime, documentation, audit readiness, and coordination with vendors and internal departments.
- Prepared audit evidence packages, maintained documentation, and supported compliance-related IT activities.
- Designed, built, and maintained a Linux-based PXE Windows deployment platform with selectable application bundles and PowerShell post-install automation.
- Coordinated vendor support and internal troubleshooting for business-impacting systems and repeat technical issues.
- Created SOPs, repeatable fix documentation, and user-facing guidance to improve consistency and reduce recurring support requests.
- Resolved complex server/network/user issues; coordinated vendors; wrote SOPs and repeatable fix docs.
- Responded to high-impact incidents affecting core business operations, prioritizing uptime and risk mitigation

Braun Intertec Beaumont, TX
Engineering Tech/Project Manager 2015 - 2019

Tolunay-Wong Engineers Sulphur, LA
Engineering Tech 2005 - 2015

Education

Western Governors University 08/2025 - Present
Cybersecurity & Information Assurance

Delta Tech A.A.S
Information Technology

Certifications

CompTIA A+
04/2023
CompTIA
https://comptia.org

Google IT Support Professional
2023
Google

CompTIA Network +
In Progress
CompTIA

CompTIA Security +
In Progress
CompTIA