

# Austin Ellis

Jacksonville, Florida | austinellis04@gmail.com | 904-431-8551 | [LinkedIn](#) | [GitHub](#) | [Website](#)

## EDUCATION

**University of North Florida** | BS, Information Technology, Minor in Business Management August 2022 - Dec 2025

## PROFESSIONAL SUMMARY

Recent graduate with over three years' experience in help desk support, network design, asset management and mainframe development. Seeking opportunities in Mainframe Development, Network Engineering, System Administration, Cybersecurity and I.T. Auditing.

## EXPERIENCE

**Information Technology Intern** November 2025 – Present  
*KLS Martin Group*

- Responsible for migrating 200+ users over to multi factor authentication for security compliance
- Developed and documented an imaging process through KACE for varying types of users
- Onboard new hires and deployed user accounts through Entra ID
- Managed and support VPN connections to external and on prem employees

**Information Technology Support Specialist Intern** June 2022 – November 2025  
*Computer Doctors*

- Supported over 150 contracted customers through SLAs through remote / onsite service
- Mitigated risk with real time analysis through endpoint security software
- Consulted services and potential solutions to over 20 new clients varying in size
- Maintained a 48-hour return time on in-store service maintaining excellent customer satisfaction
- Redesigned numerous client's networks and tech systems to optimize efficiency and cost

**Information Technology Intern** May 2024 – Aug 2024  
*CSI Companies*

- Created an improved efficiency plan in external user deployment with an estimated \$1,000 saved per 10 users
- Collaborated with finance and recruiting in developing a plan for purchasing proper amounts of Microsoft Licenses
- Significantly increased progress towards SOC2 and Hi-Trust certification through cleanup of their asset database
- Authored improved documentation regarding reimaging returned laptops from external and internal users
- Handled user tickets sent in through Jira and documented solutions to new issues through Confluence
- Implemented different group policies for external healthcare users on different projects and implemented special policies for unique users through Microsoft Intune

## PROJECTS

**Chicago Crime Data w/ Machine Learning** | *Python, IBM Z*

Utilized Python libraries (e.g., Pandas, NumPy, Matplotlib, Seaborn) to build regression and random forest models for evaluation of socioeconomic impacts on crime. Assessed regional crime probabilities, forecasted arrest rates, visualized findings, and generated predictive models for future trends including 2026 arrest rate projections.

**Iterative and Concurrent Socket Server** | *Java*

Developed a multithreaded client-server system in Java using TCP sockets. The server processes system-level commands (e.g., uptime, memory usage, current users) and spawns threads to handle concurrent connections.

**Mortgage and Annuity Calculator Hosted on IBM Mainframe** | *Enterprise COBOL, JCL, IBM Z*

Developed a COBOL program that calculates Annuity and Mortgage calculations from user input and output the calculated result handled through JCL instructions.

## SKILLS/CERTIFICATIONS

**Certifications:** CompTIA Network+, CompTIA A+, IBM All Star, IBM Z 101, z/OS Mainframe Practitioner, COBOL Programming with VSCODE, z/OS TCP/IP, Modernizing Apps w/ CICS, LinuxOne, Quantum-Safe Encryption

**Languages:** Java, C, Python, Bash, Windows Command Line, SQL, Enterprise COBOL, JCL

**Technologies/Frameworks:** z/OS, RACF, CICS, DB2, Vista 3270, Cisco Meraki, Wireshark, Fortinet, Pfsense, Burpsuite, Microsoft Entra ID, Microsoft Azure, Microsoft 365 Admin Center, AWS EC2, PowerShell, Jira, Confluence