

JACOB FITZGERALD

MANAGEMENT / IT SPECIALIST

☎ (860) 933-4258

✉ jpfitzgerald@msi-aqr.com

🌐 www.msi-aqr.com/meettheteam

EDUCATION

Eastern Connecticut State University

Bachelors, Computer Science

2013-2017

WORK EXPERIENCE

Management / IT Specialist

Management Systems Improvement, LLC / 2025

- Perform internal audits by ISO 9001, ISO 27001, and AS9100 standard requirements.
- Assistance in adhering to government regulations such as ITAR, CMMC, etc.
- Develop internal audit methodologies and tools.
- Quality system creation, implementation, maintenance, and management.
- Internal IT remediation
- Program Manager of MSP Partnership

IT Technician

Stafford Public Schools / 2020-2025

- Maintaining the help desk ticketing system and the district-wide technology inventory.
- Installing, upgrading, and troubleshooting hardware, software, operating systems, and network connectivity.
- Providing training and assistance to end users in the use of computers and other technologies.
- Monitoring network traffic for potential cybersecurity threats.

Help Desk Technician

Team Logic IT / 2019-2020

- Log all help desk calls, chat or email requests into a ticketing system.
- Escalated appropriately when necessary and meets the business need by providing a workaround.
- Provided excellent customer service and practices total contact ownership from acknowledgement to closure.
- Facilitated on site service for a large array of businesses throughout Connecticut.

QUALIFICATIONS

→ CompTIA A+

→ ISC2 Basics

→ ISC2 Member

→ ISO 9001

→ AS9100D

COURSES

ISC2 Certified in Cybersecurity

An online course focusing on the basics of cyber controls.

2025

ISO 9001:2015 Lead Auditor Training

An online course focusing on the auditing to ISO 9001:2015

2025

AS9100D Lead Auditor Training

An online course focusing on the auditing to AS9100D.

2025

