JON MASROPIAN

Software Developer Apprentice

jon.masropian@gmail.com · jonmasropian.com
github.com/jonmasropian · linkedin.com/in/jon-masropian-9607223a7
Active Secret Clearance · CompTIA Security+ (SY0-701)

SUMMARY

Retired U.S. Army veteran (22 years) and Software Developer Apprentice. I build websites with a development team, teach MySQL, and earned Security+ plus five CoITB developer certifications in 2026. I bring two decades of network and IT operations, secure systems, troubleshooting under pressure, and leading and training teams.

EXPERIENCE

Software Developer Apprentice Sept 2026 – Present
ERA Solutions LLC

- Build websites with the development team, working through Git pull requests and code reviews.
- Build backend systems for company clients, including a learning platform and a document-processing app.
- Teach MySQL to remote students through ERA's learning platform over Microsoft Teams; write and grade MySQL lessons.
- Recruit students for CoITB-certified programs with Vet Solutions 4 Life at Fort Sill.

Desktop Analyst May 2026 – Aug 2026
Memorial Health System of Southwest Oklahoma

- Resolved account, login, and password reset issues in Active Directory; tracked tickets in ServiceNow.
- Set up computers for new hires; imaged and integrated systems; supported the Windows 25H2 rollout.
- Repaired desktop, laptop, and printer hardware and software; supported Microsoft 365 and Outlook.
- Troubleshot VPN and VoIP connections; used NinjaOne for remote support and monitoring.
- Monitored air and humidity systems for surgery; one of about 7 analysts covering several sites.

IT & Network Support Supervisor / Senior Communications Technician 2004 – 2026
U.S. Army (Retired) · 25H Signal Corps · Enterprise & Field IT Operations

- Installed, configured, and maintained secure networks for hundreds of users on 7 Middle East deployments and in garrison.
- Troubleshot network connectivity, hardware failures, and user access issues to restore operations quickly.
- Enforced cybersecurity policy, STIG requirements, and network security procedures to DoD standards.
- Provided Tier I/II help desk support for end users across multiple departments.
- Managed IT equipment accountability, licensing, and lifecycle tracking in Army logistics systems.
- Supported field exercises and real-world operations that required rapid deployment of reliable communications.
- Led teams of 10–30; planned training, maintenance, and readiness; trained junior Soldiers in network operations, troubleshooting, and security.
- **Drill Sergeant / Technical Training Lead, 2016–2019:** trained and mentored more than 2,000 trainees; ran structured training and performance evaluations.

PROJECTS

- **Warriors Blood Coffee** Team of 5 · in progress · React, Vite, Square warriors-blood-coffee.vercel.app. Built the lower home-page sections and most of the Square checkout.
- **The Bean's Place** React, Tailwind CSS, Framer Motion, Leaflet the-beans-place-masropian.vercel.app. Coffee shop site with reusable components, animated sections, and an interactive map.
- **Barbershop Cut & Snip** JavaScript, HTML, CSS barbershop-cut-and-snip.vercel.app. Appointment booking calendar written in plain JavaScript with no libraries.

SKILLS

Development: JavaScript, React, HTML/CSS, Tailwind CSS, MySQL, Python, Git/GitHub, Vercel
Networking: TCP/IP, VLANs, subnetting, routing and switching, Cisco device configuration and troubleshooting, network monitoring, VPN, VoIP
IT Support: Active Directory, ServiceNow, NinjaOne, Windows, Microsoft 365, imaging, account permissions and access control
Security: DoD cybersecurity policy, STIG compliance, incident reporting, threat and vulnerability mitigation

CERTIFICATIONS

CompTIA Security+ ce (SY0-701): Jan 2026, valid through Jan 2029 · Verify on Credly
CoITB (2026): HTML/CSS Web Designer, JavaScript Professional Developer, ReactJS Framework Developer, MySQL Backend Developer, Professional Python Developer

EDUCATION

Era Academy: Full Stack Web Development Bootcamp, Feb 2026 – Jul 2026
Central Texas College: Coursework
U.S. Army: Military technical training, Signal / Network Communications