

# Jacob Blacksten

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## Professional Summary

Results-oriented Digital Solutions Manager with a diverse background encompassing expertise in IT management, cybersecurity, small business development, and education. Adept at driving organizational growth, enhancing security and compliance, and empowering individuals and businesses to thrive in the digital age. Strong leadership and management skills combined with a comprehensive understanding of IT principles and best practices. Committed to delivering exceptional results, fostering continuous improvement, and positively impacting organizations and communities.

## Skills:

Microsoft Office Suite

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Team Leadership Management

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Database Programs: Access and SQL Server

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Programming Languages: Java, Python, SAS, R

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OS Architecture: macOS, Windows, and Linux

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Learning Management Software

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Cloud Computing

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Forensic Tools: Encase, Cellebrite, Magnet Forensics, FTK, X-Ways

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Project Management

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Cybersecurity Frameworks

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Data Analysis

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Written & Oral Communication

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Cybersecurity Education

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## Certifications & Awards:

- GIAC Certified in:
  - Digital Forensics
  - Security Essentials
- CISSP (Expected Dec. 2023)
- Certiport 2012 World Champion

## Professional Experience:

**Small Business Development Center | Univ. of Delaware - Newark, DE**  
*Digital Solutions Manager* March 2018 - Present

- Educate and advise 200+ clients on IT management, security, financials, business planning, marketing, and other relevant areas.
- Designed and implement a national cybersecurity education program; *North Star*, delivering training to over 20,000 consultants and assisting millions of small businesses across all 50 states and territories.
- Perform risk assessments for small business clients on their current cybersecurity exposure.
- Developed and maintain the award-winning cybersecurity education program; *Data Assured* which is based on the NIST CSF.
- Implement and manage 20+ states' cybersecurity education programs.
- Plan and execute yearly cybersecurity conferences with the Delaware Department of Technology and Information.
- Create comprehensive training programs covering a wide range of business topics: PCI compliance, CMM certification, HIPPA.
- Develop and manage relationships with key stakeholders and contractors, ensuring effective collaboration and communication.
- Design and implement new technologies to streamline business processes and enhance efficiency both externally and internally.
- Develop and manage an online learning platform, offering self-paced training to clients.

**Stroz Friedberg, an Aon Company - New York, NY**  
*Digital Forensic Consultant* September 2016 – February 2018

- Forensically preserved client data using industry best practices and maintaining chain of custody.
- Leveraged forensic software to analyze and extract insights from preserved client data, contributing to successful investigations.
- Conducted NIST-compliant security checks to identify vulnerabilities and recommend remediation measures.
- Demonstrated ability to analyze and diagnose systems problems, providing technical expertise to support incident response and resolution.
- Conducted research on emerging technology topics to stay abreast of advancements and potential implications for digital forensics.
- Built and maintained strong relationships with clients, ensuring high levels of client satisfaction and repeat business.

## **Education:**

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University of Delaware

- **Bachelor of Science** (2016)
  - Dual Major
    - Finance
    - Management Information Systems
- **MBA** (2020)
- **Master of Science** (2022)
  - Cybersecurity
- **Master of Science** (2022)
  - Business Analytics & Information Management

**Cooperative Extension | University of Delaware** - Newark, DE

**Information Technology Assistant**

August 2013 – May 2016

- Maintained databases and computer hardware for an office of 10 staff members, ensuring smooth operations and optimal performance.
- Developed and maintained websites for statewide 4-H Volunteers, providing a user-friendly online platform for communication and information sharing.
- Provided desktop support and technical assistance to staff members, addressing hardware and software issues promptly and effectively.
- Assisted with administrative duties, demonstrating strong organizational and multitasking skills.

## **Additional Experience:**

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**CEO | Satisfied Concessions LLC** – Camden, DE

2014 – Present

- Conduct financial analysis and develop comprehensive business plans to drive company growth and profitability.
- Responsible for business management and operations, overseeing marketing strategies, financial management, and day-to-day activities.
- Built and customized inventory tracking software to efficiently monitor inventory levels, streamline operations, and optimize supply chain management.
- Manage a team of nearly a dozen staff members, providing leadership and guidance to execute client-directed requests and ensure excellent customer service.

**Delaware State Fair Board Director** – Harrington, DE

2019 - Present

- Serve as a board member for the Delaware State Fair, contributing to the strategic direction and decision-making processes.
- Collaborate with other board members to oversee and enhance the fair's operations, programs, and community engagement.
- Play a key role in multiple committees, including the Audit, Entertainment, Admission, and Marketing Committees.
- Co-Chair the Audit Committee, responsible for ensuring compliance of all fair operations and specifically overseeing information security assessments and recommendations.
- Oversee and manage all front of house operations at the M&T Grandstand Venue to ensure seamless and exceptional guest experiences during the 10 days of the event.

**Adjunct Instructor | Univ. of Delaware** – Newark DE

2020 - Present

- Instructor of Small Business Management (BUAD444), Basics of Business (BUAD110), and Business Analytics Capstone (MISY445) courses.
- Provide instruction, guidance, and mentorship to students in the areas of small business management, business fundamentals, and business analytics.
- Develop and deliver course materials, assignments, and assessments to ensure student learning outcomes are met.