Benjy Bentil

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EDUCATION

Old Dominion University **Norfolk, Va**
Bachelor of Science in Cybersecurity Expected May 2025
Relevant Coursework: Linux System for Cybersecurity, Enterprise Cyber Defense, Networking & Security

SKILLS

Technical: Python, Kali Linux, ServiceNow, Windows & Linux Administration, Microsoft Office
Interpersonal: Strong communication, attention to detail, time management, professionalism, problem-solving
Certifications : CompTIA Security+, CompTIA Network+ (In progress)

WORK EXPERIENCE

ODU Information Technology Services Norfolk, Va
Help Desk Technician Aug 2023 – Current

- Delivered Tier 1 support to over 100 end-users weekly, resolving hardware, software, and basic network issues, reinforcing endpoint security and reducing downtime.
- Documented and tracked incidents via ServiceNow, improving visibility and supporting ITIL-based incident management and security incident escalation.
- Assisted in the university's security awareness initiatives, including phishing simulations and user training to enhance compliance and reduce human risk.
- Ensured adherence to university IT security policies by guiding users through secure configuration and access procedures.
- Enforced proper user access controls and password management policies in alignment with least privilege and NIST Cybersecurity Framework practices.
- Supported Windows and Linux endpoints, applying basic endpoint hardening techniques and patch management workflows.

Amazon Web Services Sterling, Va
Security Supervisor May 2023 – Aug 2024

- Conducted routine patrols and real-time monitoring of restricted-access zones, safeguarding critical physical infrastructure that housed sensitive cloud computing equipment
- Enforced access control policies, including badge scanning, biometric ID, and visitor vetting, aligned with Zero Trust principles.
- Drafted detailed incident reports and escalated physical security events to internal security and compliance teams using structured reporting protocols.
- Collaborated with cybersecurity teams on ensuring logical and physical security synchronization, improving posture against insider threats.
- Logged and maintained records for all anomalies and access violations, supporting audit-readiness and compliance verification

Ourisman Ford Lincoln Alexandria, Va
Service Advisor Apr 2022 – Aug 2022

- Served as primary liaison between customers and service technicians, demonstrating clear technical communication—an essential skill in user security education.
- Maintained and updated sensitive client data in proprietary systems, practicing data integrity and basic PII confidentiality protocols.
- Assisted in tracking warranty claims and repair workflows, improving operational efficiency and incident response time to customer-reported issues.

LEADERSHIP AND PROFESSIONAL DEVELOPMENT

National Society of Black Engineers Norfolk, Va
Co-Communications Chair Jan 2025 – Present

- Assisted in organizing events, promoting professional development, and outreach efforts.