

# JOY DIGGS

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Enthusiastic Cybersecurity Intern eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of information security and protocols and training in Cybersecurity. Motivated to learn, grow, and excel in Cybersecurity.

## EXPERIENCE

**08/2021-PRESENT**

### **WESTMINSTER-CANTERBURY, IT INTERN**

- Resolving level 1 work orders at the IT helpdesk.
- Elevating complex or high priority problems to the appropriate groups.
- Also following up with residents to verify that their issues were resolved.

**06/2015 – PRESENT**

### **OPERATIONS AGENT, PIEDMONT AIRLINES**

- Managed flight itinerary updates and communicated changes to appropriate air traffic control contacts to optimize movements and protect aircraft.
- Addressed urgent issues, including medical emergencies and flight operation obstacles, as both first responder and emergency management leader.
- Oversaw fueling, cargo management and departure of aircraft at busy Norfolk International Airport with 33 daily departures and arrivals.

**09/2013 – 07/2015**

### **STATION AGENT, ENVOY AIRLINES**

- Searched aircraft to look for security concerns such as restricted items and tampering.
- Operated equipment such as belt loaders, lift trucks and back carts.
- Checked aircraft manifests for accuracy.
- Guided aircraft to and from terminal gates using correct motions and safety equipment.
- Serviced power, air conditioning, cabin interior and other areas of aircraft with efficiency.
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.

## EDUCATION

**MAY 2022                      GPA 3.37**

**B.A CYBERSECURITY, OLD DOMINION UNIVERSITY**

**DECEMBER 2020      GPA 3.460**

**A.A.S CYBERSECURITY, TIDEWATER COMMUNITY COLLEGE**

Member of Mu Alpha Theta, Dean's List Fall 2019 and Fall 2020, Elected to TCC Cybersecurity Club for scribe in 2020, graduated Cum Laude

## SKILLS

- Leadership
- Communication Skills
- Multitasking abilities
- Customer Service
- Kaseya Network Monitor
- Freshdesk Ticketing System
- Microsoft Active Directory
- Microsoft Office
- Scheduling
- AirWatch VMware
- Time Management
- AssetTiger
- Aruba Networking
- Google G Suite