Derrick Amissah

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EDUCATION

Old Dominion University, School of Cybersecurity **May 2028**

B.S, Cybersecurity

- **GPA:** 3.8
- **Achievements:** University Achievement Award Scholarship, Dean's List
- **Coursework:** Linux Systems for Cybersecurity, Cyber Programing and Networking, Windows System Management and Security, Cybersecurity Strategy and Policy

EXPERIENCE

Old Dominion University **Sep 2025 - Present**

IT Help Desk Technician *Norfolk, VA*

- Resolve 3,000+ technical support tickets using ServiceNow, troubleshooting account access, password authentication, VPN connectivity, and network/Wi-Fi issues.
- Investigate and support compromised accounts and phishing incidents, applying IT security procedures to help protect user accounts and organizational systems.
- Document technical issues, troubleshooting steps, and resolutions in ServiceNow and Microsoft Office, while supporting requirements gathering and escalating complex incidents when necessary.

Forest Park High School **Sep 2023 - May 2024**

Game Design Assistant *Woodbridge, VA*

- Developed interactive applications using C# and Unity, applying object-oriented programming and software development principles.
- Created and integrated 3D assets using Blender into Unity-based game environments and interactive projects.
- Debugged and tested applications, identifying software issues and implementing technical solutions to improve functionality.

PROJECTS

Python Socket-Based BMI & Fitness Application

- Developed a client-server application with Python socket programming to process user data and deliver BMI calculations and fitness recommendations.
- Implemented username and password authentication along with encryption and decryption to protect client-server communication and support account security.
- Utilized functions, loops, lists, dictionaries, and file handling to manage user accounts, calculate BMI, and generate personalized workout recommendations.

SKILLS

- **Cybersecurity**: CompTIA Security+, Phishing Analysis, Account Security, Authentication, Encryption & Decryption, Requirements Gathering
- **IT Support**: ServiceNow, Technical Troubleshooting, Password Resets, VPN Support, Wi-Fi/Network Troubleshooting, Windows, Microsoft Office, Microsoft Teams
- **Programming**: Python, C#, Socket Programming, Object-Oriented Programming