

ELSIE M. GONZALEZ (USN, VET)

Virginia Beach, VA • 908-347-7566 • elsie.m.gonza@gmail.com

www.linkedin.com/in/elsie-m-g-184503319/

SUMMARY

Dedicated professional with excellent organizational skills, detail-oriented with experience in network management and security. Expert in solving complex technical challenges, and initiative-taking in cyber risk management. My goal is to provide comprehensive, high-quality support and services that meet organizational standards.

WORK EXPERIENCE

ITS Help Desk Technician | Old Dominion University | Norfolk, VA

(September 2024 – Present)

- Provided front-line technical support to faculty, staff, and students through multiple channels.
- Diagnosed and resolved hardware, software, and network connectivity issues across Windows, macOS, and mobile platforms.
- Assisted with university account management, including password resets, multi-factor authentication setup, and access troubleshooting.
- Documented incidents and service requests in ODU's ticketing system ServiceNow, ensuring timely escalation and follow-up.
- Collaborated with Information Technology Services (ITS) teams to identify recurring problems and recommend process improvements.

Technical Operator / Team Manager | U.S. Navy | Damneck, VA

(Mar 2021 – Jan 2023)

- Planned, organized, and directed maintenance and troubleshooting for radar, digital, and network systems.
- Oversaw day-to-day operations for multiple organizational programs, including developing and maintaining policies and procedures.

Program Manager / Training Specialist | U.S. Navy | Dahlgren, VA

(Jan 2017 – Feb 2021)

- Led instruction for senior enlisted training pipelines on Aegis Weapon System (AWS) Baseline 9 operations and maintenance.
- Developed curriculum and aligned technical training with U.S. Navy ship and shore-based platforms.

Assistant Combat Systems Manager | U.S. Navy | Norfolk, VA

(Dec 2013 – Dec 2016)

- Served as the primary contact for fielding combat systems and troubleshooting network and digital systems.
- Coordinated installation, configuration, and system updates in collaboration with project managers and contractors.

ACADEMIC EXPERIENCE

Blue Team Competitor – Hivestorm 2024 Cybersecurity Competition

(October 2024)

- Performed forensic analysis, system configuration, and defensive operations in a collegiate cyber defense environment.
- Utilized Linux-based VMs to remove unauthorized users, disable vulnerable services, and enforce secure configurations.

Computer Network Technician – U.S. Navy Training

(Apr – Nov 2020)

- Maintained and troubleshooted communication networks and digital systems.
- Gained hands-on experience in Linux/Unix, routing, switching, and network/server administration.

EDUCATION

Bachelor of Science in Cybersecurity, Minor in Training & Development

Old Dominion University, Norfolk, VA | GPA: 3.8 | Expected Graduation: May 2026

CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC) – foundational cybersecurity skills and knowledge
- CompTIA Cloud+ – In Progress, Expected Completion: November 2025

COURSES

- Cybersecurity Programming & Networking
- Networking/Server Configuration & Administration
- Linux Systems for Cybersecurity
- Cyber Law
- Education & Training of Adults

SKILLS

- Project Management
- Curriculum Development
- Linux / Python
- Network Administration
- Bilingual: English / Spanish

INVOLVEMENT

- Cybersecurity Student Association, ODU
- Women in Cybersecurity (WiCyS)
- Tau Sigma Honor Society (ODU Chapter)
- Dean's List: 2023 – Present