

Evan Neal

Eligible for security clearance

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SUMMARY

I am currently a Senior Cybersecurity student enrolled at Old Dominion University. I spent my last summer as an intern at the IT service desk at Apple Federal Credit Union. I have recently completed my Security+ 701 certification. I am seeking job experience in IT-related fields while pursuing my degree.

EXPERIENCE

Apple Federal Credit Union, Fairfax — IT Service Desk Intern

May 2023 - August 2023

- Used a ticketing system to work on internal service and equipment tickets for all branches and HQ
- Worked with various EASE applications from Jack Henry (Symitar, Synergy, Xperience, etc)
- Dispatched to branches to troubleshoot onsite issues related to hardware or networking issues
- Worked with an On-prem active directory and Azure cloud active directory
- Collaborated with people from other teams to solve more complex issues and work on tasks that required higher permissions

Office Depot, Virginia Beach — Sales Associate

September 2023 - May 2024

- Advise and input print service orders into the print queue for customers
- Assist customers with the self-serve printing stations
- Work with various printers and utilize printing software in order to produce print orders
- Handle regular and shipping transactions as well as customer sign ups

SKILLS

Customer Service

Basic Networking and
Programming

Troubleshooting Skills

Problem-Solving Abilities

CERTIFICATIONS & PROJECTS

Security+ SY0-701

[About me | evanneal
\(odu.edu\)](#)

EDUCATION

Old Dominion University, Norfolk — Cybersecurity

September 2021 - Present

- Class of 2024
- 3.63 GPA
- Dean's List Fall of 2021
- Dean's List Spring & Fall of 2022
- Dean's List Spring & Fall of 2023
- Dean's List Spring of 2024