

GABRIELLE GASTON

CYBER SECURITY PROFESSIONAL
HAMPTON ROADS, VIRGINIA

ABOUT ME

Equipped with a background in technical support and system administration, my proven ability to troubleshooting, facilitate user account management, support diverse users, and collaborate prepares me for roles where I am required to apply my cybersecurity knowledge, technical expertise, and communication skills to safeguard organizational assets while strengthening my professional development.

EDUCATION

OLD DOMINION UNIVERSITY
Bachelor of Science – Cyber Security
December 2025

TIDEWATER COMMUNITY
COLLEGE
Associate of Science – Cyber Security
December 2023

COMPTIA Security+
In Progress – 2025

SKILLSET

- Technical Support
- Troubleshooting
- LEAN Training
- Pager Programming/Mapping
- Networking Topology
- Device Management
- Multi-Factor Authentication (MFA)
- UX / CX

SOFTWARE EXPERIENCE

- Microsoft Office / Google Suite
 - Window 10/11
 - Salesforce + Talkdesk
 - Wix & Wordpress
 - Tableau
 - Outlook
 - Slack & Teams
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ACADEMIC BACKGROUND

My academic experience at Old Dominion University's School of Cybersecurity provided hands on exposure to tools and systems such as Wireshark, PfSense, Python/PyCharm, SQL, and Linux, while reinforcing knowledge of consumer protection policies like HIPAA and GLBA. Through coursework and projects, I gained the ability to analyze enterprise security risks, implement encryption and authentication methods, and develop trusted digital systems. This foundation equipped me with the technical skills and proficiencies needed to safeguard networks, data, and users against cyber threats.

WORK EXPERIENCE

Sentrics Inc

Technical Operations Analyst – Ensure (Life Safety)

February 2025 – Present

Resolve email and inbound escalations using critical thinking to guide sites through troubleshooting Sentrics life safety product lines with exceptional customer service
Orchestrate hardware/software installation and configuration, issue resolution, and thoroughly documenting all effort.
Provide remote support for SaaS and Open-Source software available to clients
Ensure all devices are functioning as intended at the client site and connected to the established mesh network

Technology Support Specialist – Site: Atlantic Shores Retirement Community

April 2024 – February 2025

Assist residents via Email, phone, video, and other means with common user/technology challenges regarding phones, internet, television, home theater, laptop, printers/scanners/fax and other devices.
Develop, update, modify, and enforce new policies, and notify residents and employees through announcements on community forums.
Configure resident's equipment to connect to the Atlantic Shores private network via device's MAC address.
Open service tickets in the Worx hub ticketing system when requests are made and use Salesforce to escalate and track ticket progress to ensure SLAs are met.
Provide training to staff and residents on the use of Atlantic Shores systems, applications, and services.
Set up A/V technology required for onsite presentations, meetings, or events when requested.
Provide support in collaboration with the IT Division on the determination of resident rollouts and proactive mitigation training sessions.

Tidewater Community College

Info Systems Tech Internship

May 2023 – April 2024

Collaborated within a customer service team to provide technical support, installation, maintenance, and repair of campus computers, servers, systems, hardware, and networking devices onsite.
Participated in servicing, diagnosing, and repairing technology inventory for the school's computer loan program to address TCC students' and faculty's technology related needs.