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## **EDUCATION**

- **M.S. Cybersecurity** - ODU - Old Dominion University, Norfolk, VA - will complete 2028
- **B.S. Cybersecurity, minor in Cybercrime** - ODU - Old Dominion Univ. Norfolk, VA 5/24, GPA 3.76
- **M.A. Transpersonal Studies** - AU - Atlantic University, Virginia Beach, VA 12/15, GPA 3.92
- **B.S. Business Mgmt. and Legal Studies** - UMGC University of MD Global Coll. 12/98 GPA 3.66 Dean's List
- **A.A.S. Cybersecurity** - TCC - Tidewater Comm, College, Virginia Beach, VA 5/22, GPA 4.0
- **A.A.S. No. VA Com. College - Information Technology** 12/21, GPA 3.81, **A.A.S. Social Sci., GIS** 12/20, GPA 3.826, and **A.A.S. Business Admin.** 8/92, GPA 3.423, Honor Society

## **TECHNICAL TRAINING**

- **ITIL® 5 Foundation** - Knowledge Academy - 4/9/26 - 8/26 (to be completed August 2026)
- ArcGIS Certs; Excel, Word, PowerPoint, Access, HTML, WordPress; Service Now Badge, Salesforce Trailhead Hiker, Microsoft 365 16 Badges, 4 Trophies

**Technical Skills** - MS Office, Excel, Cisco Packet Tracer, Quick Books, Cashier, Call Center, ProDiscover, MS Teams, Crime Mapping - GIS, Web Design, WordPress, HTML, Visio, Ubuntu, Autopsy, Kali Linux, John the Ripper, Accounting, Metasploit, WireShark, Visa Online, Visa, Red Hat Linux, Nessus Scanner, Dictionary Attack, Virtual Box, Pen Testing, Risk Mgmt, Zmap, Nmap, Putty, OS Forensics, Email Marketing, Teaching, Events Planning, Credit Card Fraud, Python, SQL, GIS, Genesis, CRMs (Solutran, One View, UAD), WordPress, TeSys Credit Card, Debit Card Fraud, Debit Card Dispute, Genesis phone system (Cisco), Max phone and Dayforce.

## **PROFESSIONAL EXPERIENCE**

**12/29/25 - 5/15/26 TekSystems** - FT, Temp, Hybrid 7437 Race Rd, Hanover, MD 21076

**Contractor @ Navy Federal CU, Winchester, VA Member Service Rep. (MSR)**, Fraud & Digital Dept.

- MSR at large call center; Assists members (Mbr) with their NFCU accounts, including: FICO notices and reports, core account functions, debit card fraud, debit card disputes, credit card fraud and credit card disputes; UAD and One View CRM and Genesis.
- Reports all suspicious person alerts on accounts and reports compromised accounts; uses dual monitors, MS Teams and accesses Visa Online, Visa Resolve and Visa Risk Mgmt. as well as TeSys Credit Card System daily.
- Assists Mbrs. to navigate the NFCU mobile app and online banking; and handles 26 - 30 calls per day.
- Works independently, meets deadlines, excellent interpersonal skills and effectively resolves conflict.

**10/15/25 - 12/19/25 Walmart - Cashier** - FT, Walmart #2566 Charles Town, WV WIN employee #233821383

- Works cash front line cash registers and self-checkout (SOC); ensures all items are scanned and purchased.
- Assists customers scan and pay for their goods and assists with issues at SOC; and cleans surrounding areas.

**11/08 - Present Health for Life, LLC - Leesburg, VA - Managing Member - Board Certified Hypnotist, NGH Cert. Hypnosis teacher, Cert. Reiki teacher, Cert. IET teacher.** PT 703-851-7954

- Operates personal services business including: hypnosis, healing modalities (Reiki, IET) and reflexology.
- Provides personal sessions in hypnosis, reflexology and reiki to clients.
- Coordinates and teaches certified classes in hypnosis for the National Guild of Hypnotists (NGH), and healing classes for the Integrated Energy Therapy (IET) and reiki classes for Reiki.org.
- Designs websites with Weebly and WordPress, writes custom HTML, and designs online ad listings.

**8/12/25 - 11/14/25 Home Depot - Cashier - #4602 Sterling, VA 20165 - PT Empl # 201314371**

- Works cash registers at mainline cash registers at self checkout, SOC registers, lumber and garden.
- Ensures all items are purchased and all transactions work correctly, and verifies items purchased at door.
- Assists customers scan and pay for their goods and assists with issues; encourages applications for Home Depot credit cards.

**10/24/24 - 3/5/25 Results-cx - N. Lake Parker Ave Lakeland, FL 33801 - FT, temp., seasonal, remote**

**Customer Service Representative** - Remote call service center for Healthy Benefits Plus using RD remote desktop.

- Assists members with complaints and concerns using empathic approach; uses MS Teams chat and video meetings daily.
- Using dual pc monitors, walks members through using mobile app setup and functions, website portal and troubleshoots. Educates members on benefits and ways to shop. Uses Dayforce and Max phone.
- Researches and addresses member issues using CA (CareAssist) policy, script and instructions. Solves member problems on first phone call and effectively communicates resolution.
- Utilize Solutran CRM daily using headphones to add, change and review data following policy.
- Assisted members with mobile app issues and walked through using the app and web portal; and handles 15 - 25 calls per day.

**9/83 - 3/99 (15.5 years, FT) Freddie Mac - 8200 Jones Branch Dr. McLean, VA 703-903-2000**