

Jahmeel Campbell

Chester, VA | 804-637-2198 | jahmeelcampbell@icloud.com | [LinkedIn](#)

Profile

People-focused and service-minded Information Technology Intern with a strong interest in cybersecurity, seeking to contribute innovative solutions and help organizations secure their digital assets. Proficient in supporting users with both onsite and remote assistance. Eager to gain hands-on experience in the cybersecurity field by leveraging knowledge of systems diagnostics, threat mitigation, and IT service management.

Skills

Cybersecurity: Threat mitigation, incident response, systems diagnostics

IT Service Management: Microsoft Office 365, group policy management, IT asset management

Technical Support: Installing and configuring systems and peripherals, network setup

Data Security: Data migration, incident triage

Tools: PeopleSoft, EAB Navigate, Microsoft 365

Work Experience

T-Mobile Expert

T-Mobile | Chester, VA | 2025 – Present

- Provide technical support and troubleshoot devices to ensure customers have the best experience.
- Educate customers about device features, plans, and security practices.
- Solve complex technical issues, including network and account problems.
- Stay updated on mobile technology and cybersecurity trends to give accurate advice.

Student Support Specialist

John Tyler Community College | Chester, VA | 10/2020 – Present

- Help students with technology issues, both onsite and remotely.
- Manage IT assets and ensure systems are set up correctly.
- Install and troubleshoot peripherals like printers and scanners. - Run system diagnostics and provide practical solutions.

IT Intern

A Place Called Home | Chester, VA | 06/2019 – 09/2020

- Delivered technical support and addressed urgent issues.
 - Set up and configured new computer systems and fixed hardware/software problems.
 - Led data migration projects to ensure safe and accurate transfers. - Conducted incident triage and resolved problems efficiently.
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Education

Bachelor of Science in Cybersecurity (*Expected 2026*)

Old Dominion University | Norfolk, VA

- GPA: 3.2

Associate of Science in Information Technology

John Tyler Community College | Chester VA -

GPA: 3.2 | Dean's List

Relevant Coursework

- Introduction to Criminology
 - Cybersecurity & Social Science
 - Basic Cyber Programming & Networking
 - Cybersecurity, Technology, and Society
 - Linux System for Cybersecurity
 - Windows System Management and Security
 - Cyber Techniques and Operations
 - Cyber Law
 - Cyber Strategy and Policy
 - Cybersecurity Fundamentals
 - Intro Cybersecurity Risk Management
 - Cybersecurity Internship / Entrepreneurship in Cybersecurity
 - Topics in Cybersecurity: Intro Networking & Security
 - Electronic Portfolio Project
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Volunteering

Fusion Combat sports | Richmond, VA | 2017 – Present

- Teach boxing and basic fitness to children, focusing on discipline, confidence, and teamwork.
 - Lead training sessions and ensure safety and engagement.
 - Mentor youth and support their personal growth through coaching.
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Awards & Honors

- Central Virginia All Region Basketball Team | Virginia High School League | 03/2020