JAMES HARRIS

Cybersecurity student at *Old Dominion University*

CONTACT

📞 757-897-8201

✉️ jcharris105@msn.com

📍 Norfolk, VA

EDUCATION

- **JANUARY 2021 - PRESENT,** Graduation Date: May 2024
  PURSUING BACHELOR OF SCIENCE IN CYBERSECURITY,
  Old Dominion University
- **OCTOBER 2018 - OCTOBER 2024**
  SECURITY+ CE CERTIFICATION, Computing Technology
  Industry Association
- **OCTOBER 2018**
  SUPPORT CENTER ANALYST CERTIFICATION, Help Desk
  Institute
- **JULY 2017 - JANUARY 2018**
  DATA SYSTEMS ADMINISTRATOR COURSE, Marine Corps
  Communications Electronics School

MILITARY EXPERIENCE

U.S. Marine Corps, SERVER ADMINISTRATION.
Jan., 2017- Feb.,2021.

SKILLS

· Flexibility with adapting to schedule or
business needs.

· Ability to effectively convey communicative
updates and reports to superiors.

· Strong aptitude with leading or working in a
team.

· Capable of information, data analysis, critical
thinking.

· CRM experience includes BMC Remedy ITSM
and RepairShopr.

· Microsoft Office Suite 365 and Google
Workspace.

· Active Directory: User profiles and creation of
hierarchical organizations.

· Remote Desktop software: Atera and Windows
Remote Desktop Connection.

· Operating Systems: Windows 7, Windows 8,
Windows 10, Windows Server 2012.

· Workstations: Dell Enterprise, Business, Home
Workstation classes.

· Installation of Wireless Access Points, Server
Racks/Cabinets, Servers, Switches, Firewalls
and Ethernet Cable.

PROFILE

Reliable Cybersecurity student at Old Dominion University with a strong background in Information Security. Projected graduation date of May 2024. Proficient in addressing customer requirements through expert IT support. Demonstrates reliability in fast-paced settings and adapts swiftly to meet the dynamic demands of the cybersecurity field. Actively seeking cybersecurity job opportunities.

WORK EXPERIENCE

Tier 2 Support

Hale-Tech   2021-Present

- As a Tier 2 technician at Hale-Tech, I play a vital role in implementing an integrated IT and marketing strategy to support small businesses. My responsibilities include resolving computer issues, providing support for company networks and servers and implementing anti-virus and web security measures. A distinguishing aspect of my role is the commitment to providing in-person support, ensuring effective and personalized issue resolution.

Field Technician

Aerotek   2021-2021

- I specialized in the installation of CO_2 monitors at commercial client sites. Proficient in light construction, wiring, and mechanical installations, akin to fire alarm setups, I utilized CAT 5 cabling for seamless implementation. I have honed my skills and was trusted with independent work. I am adept at effectively communicating with customers, articulating the purpose of on-site installations. My proficiency extends to utilizing smartphones for GPS navigation, capturing installation photos, and managing expenses through Aerotek tools. Equipped with reliable transportation, essential tools, and meticulous documentation skills, I ensure the successful execution of projects in strict compliance with the latest CO_2 regulations.

Server Administrator

U.S. Marine Corps- Corporal   2017-2021

- As a Corporal in the United States Marine Corps with the designation 0671 Data Systems Administrator, I was responsible for helping customers with hardware and software issues, installation of new network devices, server patches/reboots, as well as being charged with supervising 4+ Marines. Data Systems Administrators support a myriad of computer and Network Operating Systems (NOS) to include versions of Linux, Microsoft, and Unix, to enable command and control. Typical duties include active directory administration, Domain Name Service (DNS) Public Key Infrastructure (PKI), Warfighting Systems, Database administration and Unified Communications. Marines will be familiar with command line interface and tools (CLI), performance monitoring, client/server configuration, voice and video services, storage administration, virtualization, collaborative tools, and troubleshooting of hardware/software

IT intern

York County Public School System   2016-2017

- Served as an intern at an IT support center warehouse, replacement of computers, trouble tickets, equipment delivery, desk-calls, warehouse storage organization.