

## JAQUAN CLARK

Norfolk, VA 23508 | 804-867-6567 | jaquanclark413@gmail.com

### CAREER OBJECTIVE

Detail-oriented IT professional with almost 3 years of hands-on troubleshooting experience and a proven track record of strong communication skills, seeking to leverage technical expertise and interpersonal abilities to drive IT solutions and support within a dynamic team. Eager to utilize my knowledge, critical thinking, and problem solving abilities in real world applications. Aspiring to an entry-level position in cyber security and information technology.

### EDUCATION

*Old Dominion University | May 2025*

B.S. in Cyber Security

- **Major: Cyber Security**
- **Minor: Information Technology**
- **Organization:** Alpha Phi Alpha Fraternity Inc. – *Vice President*

The Black STEM Coalition – *President*

National Pan-Hellenic Council – *Delegate*

### SKILLS

#### Technical Profile:

Microsoft Operating System | Microsoft Excel | Microsoft Azure | Windows 10 | Python | JavaScript | Active Directory | US Navy Intranet (NMCI Network) | HP Service Manager Ticketing System | Desktop Support | Software and Hardware Troubleshooting | Software Installation | Network Troubleshooting | Report Writing and IT Documentation | Incident Management | Oral Communication

#### Certifications:

Secret Clearance | Network+ Student | Security + Student

### EXPERIENCE

**IT Help Desk Analyst | SAIC Norfolk Navy Base | August 2023 – March 2024**

- Provide frontline technical support to US Navy personnel.
- Managed and maintained Windows based operating systems within a LAN/WAN environment, ensuring optimal performance.
- Demonstrated strong communication skills by effectively collaborating with non-technical staff, ensuring clear understanding and efficient resolution.
- Respond promptly to inquiries and technical issues from up to 30 US Navy government civilians on a daily basis.
- Troubleshoot and resolve hardware, software, and network problems efficiently to minimize downtime and maintain operational readiness.

**IT Support Specialist | Nova Constructs | JUNE 2022- AUGUST 2023**

- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Responded to faults in networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.