

JASMYN WILHELM



CAREER OBJECTIVE

Cybersecurity graduate with a minor in Cybercrime and a Certificate in Digital Forensics seeking to apply investigative and technical skills in IT or security roles. Experienced in digital evidence handling, system troubleshooting, and translating complex problems into clear solutions.



EDUCATION

Bachelor of Science in Cybersecurity

Old Dominion University — May 2025

- **GPA: 3.8 | Dean's List:** Fall 2023, Spring 2024, Fall 2024, Spring 2025
- **Relevant Coursework:** Cyber Techniques & Operations, Cybercrime, Digital Forensics, Cyber Law, Criminology



RELEVANT EXPERIENCE

IT Support Technician I

Busch Vacuum Solutions | May 2024 - Present

- Provided Tier 1 help desk support, resolving end-user technical issues promptly.
- Installed, configured, and maintained workstations, peripherals, and software.
- Managed user accounts, groups, and permissions in Active Directory.
- Assisted with onboarding and trained staff on hardware/software usage.
- Documented procedures, maintained IT inventory, and tracked software licenses.
- Performed hardware/software upgrades and escalated complex issues when needed.

Volunteer

Duty Officer (DRO) | American Red Cross | February 2024 – Present

- Coordinate and dispatch disaster response volunteers to active incidents (home fires, floods, and other emergencies).
- Maintain frequent communication with disaster responders, emergency management partners, duty officers, and administrative staff to ensure efficient operations.



CONTACT

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RELEVANT SKILLS

Technical Support

Problem Solving

Time Management

Critical Thinking



TECHNICAL SKILLS

Active Directory (users, groups, permissions)

Windows OS & Microsoft Office

Hardware/Software Installation
& Upgrades

IT Troubleshooting & Help Desk
Support

Data Collection &

Documentation