

Joey Jacobi Whitmore Jr.

Education

- **Old Dominion University/ Bachelor of Science in Cybersecurity / Minor in Criminal Justice**
 - August 2021 - Present, Norfolk Virginia GPA:3.24
 - **Landstown High School Governor's STEM Academy / Diploma of Advanced Studies**
 - September 2018 - June 2021, Virginia Beach Virginia
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Certifications

CompTIA Security +	<i>Expires July 2026</i>
CompTIA Network+	<i>Expires July 2026</i>
Digital Cloud AWS Certified Practitioner	<i>Expires February 2027</i>
CCSK (Certificate of Cloud Security Knowledge)	<i>Currently Studying</i>
CompTIA CYSA+	<i>Currently Studying</i>

Work Experience

IoT Applications Student Lead at Old Dominion University **October 2021 – November 2023**

- Managed customer requests at the Tier 1 support level within our organization's Service Level Agreement (SLA)
- Provide encouragement and support to other student workers
- Serve as a deputy to senior manager
- Lead weekly status and performance standups
- Manage a team of fellow students
- Ensure common understanding of priorities and expectations
- Provide On-Site network support with Konica Minolta Bizhub Multifunction Printers (MFP)
- Provide On-Site technical support with Cbord V100, v1000, and v200 door access control networking hubs
- Programming V1000 and v200 Cbord devices so they can reliably control door access for the entire campus of Old Dominion University
- Provide On-Site technical support with Schlage Door Readers Ad300, Ad400, mt11, mt15, and mt20
- Programming Assa Abloy Panic Buttons to our door access control network with the correct parameters to signal public safety in case of an emergency
- Programming Cbord LR3200 laundry control devices with correct IP routing information

Old Dominion University Network Technician, ODU **November 2023 – Present**

- Managed customer requests at the Tier 2 support level within our organization's Service Level Agreement (SLA)
- Serve as a deputy to senior manager
- Lead weekly status and performance standups
- Manage a team of fellow students
- Ensure common understanding of priorities and expectations
- Patching, Testing and Troubleshooting Old Dominion University's Printer Servers
- Patching Old Dominion University's Biometric Reader Servers
- Supply chain management of Old Dominion University's MFPs and MFP supplies
- Managed over 2300 camera campus wide
- Managed over 350 Multi Function Printers
- Managed over 15000 patrons electronic access control over our Csgold software

Skills

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|--------------------|-----------------|--------------------|-------------|
| ● Customer Service | ● IPConfigure | ● Metasploit | ● Wireshark |
| ● Problem-Solving | ● Orchid VMS | ● Risk Assessments | ● Linux |
| ● Leadership | ● AXIS Cameras | ● Access Control | ● Python |
| | ● Cbord CS Gold | ● ServiceNow | |