Joseph Brown

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Experience

Information Technology Help Desk Technician - Work Study Program
Old Dominion University, Norfolk, Virginia 2025 - 2026

- Utilized and became proficient in the ServiceNow ticketing system. It lead to faster troubleshooting and issue resolution, increasing customer satisfaction by 50%.
- Dispatched technicians for classroom-based issues as needed, ensuring that faculty, staff, and students were able to have the computers ready for each class.

Advising Assistant - Work Study Program
Old Dominion University, Norfolk, Virginia 2024 - 2025

- Took raw student data, interpretted it based off provided information, translated it into a spreadsheet and handed it off to supervisor.

Enrollment Assistant - Work Study Program
Tidewater Community College, Virginia Beach, Virginia 2021 - 2023

- Assisted in helping with enrollment by reviewing the student's course history, credits taken, and any scholarships they were awarded.
- Organized each student's paperwork alphabetically in filing cabinets for easier access in the future if further review was needed as the students progressed through their curriculum.

Education

B.S., Cyber Security
Old Dominion University Estimated Graduation 12-2026
Norfolk, Virginia
A.A.S., Cyber Security
Tidewater Community College 2023
Virginia Beach, Virginia

Certifications

OSHA 10-Hour General Industry Certification 2019
OSHA 30-Hour General Industry Certification 2019

Internships

Game On Gaming Center 2020 - 2021