

Khaleel Graham

Cybersecurity Analyst

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Motivated cybersecurity professional with a strong foundation in network analysis, secure system operations, and technical troubleshooting. Experienced in incident response, documentation, asset tracking, and coordinating in high-pressure environments. Currently pursuing a Master of Science in Cybersecurity and Security+ certified, with hands-on experience in Wireshark, Nmap, and Linux from academic labs and project work. Highly committed to continuous learning and professional development, with a strong interest in supporting secure infrastructure, improving operational processes, and contributing to the protection and reliability of enterprise systems.

SKILLS

- Technical Documentation
- Risk assessment
- Account & Data Management
- Compliance and Procedure Adherence
- System Troubleshooting
- Incident response
- Communication & Collaboration
- Network Security Fundamentals

EXPERIENCE

Safety Service Patroller

VDOT, Fairfax, VA

Nov 2023 - Present

- Respond to traffic-related incidents as a first responder, following structured procedures to stabilize situations, assess risk, and support safe operations under high-pressure conditions.
- Document incident details with accuracy and consistency, creating reports used for audit review, compliance verification, and inter-agency coordination.
- Coordinate with Virginia State Police and multiple state agencies to ensure effective communication, procedural alignment, and timely resolution of critical events.
- Troubleshoot mechanical and operational issues across various vehicle systems.
- Provide guidance to motorists experiencing distress, utilizing clear communication, situational awareness, and de-escalation techniques to ensure safe outcomes and reduce risk.

Dental Assistant

Renova Smiles, Falls Church, VA

Jul 2022 - Nov 2023

- Supported clinical operations by following strict hygiene, privacy, and compliance procedures aligned with HIPAA requirements, ensuring accurate documentation and secure handling of sensitive patient information.
- Maintained digital patient records with high accuracy, updating health histories and treatment data to support provider decision-making and audit readiness.
- Managed medical supply inventory by monitoring stock levels, identifying shortages, and ensuring operational availability of essential assets.

- Coordinated schedules for multiple providers in a fast-paced environment, improving workflow efficiency and maintaining consistent communication across teams.
- Prepared treatment rooms and equipment according to standardized procedures.

Customer Service Representative

Concentrix , Remote

Aug 2021 - May 2022

- Resolved 75+ technical and account-related inquiries per day, maintaining a 97 percent satisfaction rate while documenting each case in CRM systems for audit readiness.
- Investigated disputes and irregular transactions following strict compliance, authentication, and SOP procedures to reduce risk and protect sensitive customer data.
- Troubleshoot iOS device and application issues, guiding users through secure workflows to increase first-call resolution rates and minimize escalations.
- Processed Apple Credit Card applications using identity verification and secure onboarding procedures, ensuring accuracy and data integrity.
- Collaborated with cross-functional teams to resolve problem tickets, improving operational efficiency and strengthening issue-tracking processes.

EDUCATION

Master of Science (M.S.) in Cyber Security Candidate

Old Dominion University, Norfolk, VA, US

Expected graduation Aug 2026

Relevant Coursework

- Advanced Cryptography
- Secure System Design & Architecture
- Cybersecurity Law and Policy
- Malware Analysis & Reverse Engineering

Bachelor of Science (B.S.) in Cyber Security

Old Dominion University, Norfolk, VA, US

Relevant Coursework

- Linux System Administration
- Digital Forensics
- Incident Response & Analysis
- Python Fundamentals

Bachelor of Science (B.S.) in Marketing

Howard University, Washington, DC, DC, US

CERTIFICATIONS

- Comptia Security+