

Maame Darko

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SUMMARY

Diligent Cybersecurity and Cyber Crime student dedicated to prompt project completion and continuous learning. Team-oriented collaborator with a reliable focus on equitable task distribution and group project success. Detail-oriented with a structured approach to project execution and subject exploration. Enthusiastic with strong skills in both team-based and independent work environments. Bringing a strong work ethic, excellent organizational skills, and advanced user skills in information technology to any setting.

EDUCATION

Old Dominion University, Norfolk, VA

12/2024

Bachelor of Science in Cybersecurity, 3.41

RELEVANT COURSE WORK

- Basic Cyber Programming & Networking (CYSE250)
- Cyber Techniques & Operations (CYSE 301)
- Networking & Security (IT 315)
- Linux System for Cybersecurity (CYSE 270)
- Criminology (CRJS 215S)
- Digital Forensics (CYSE 407)
- Law and Digital Forensics (CYSE 404)
- Social Science and Crime Mapping (CRJS 426W)
- Cyber Techniques and Operations (CYSE 301)
- Criminological Theory (CRJS 426W)

CERTIFICATION

CompTIA Security +, ODU Digital Forensics Certification (Course completion).

SKILLS

- Technical Support
- Problem Solving
- Python
- **Basic** Linux & Windows OS
- **Network** Troubleshooting (Wireshark)
- Microsoft Office
- **Quality** Assurance Controls
- Customer service
- Organizational Skills
- Reporting and Documentation (Service Now)

PROFESSIONAL EXPERIENCE

Old Dominion University, Norfolk, VA

07/2023 - Current

Help Desk Technician

- Provided technical support and resolved software and hardware issues.
- Managed helpdesk tickets and ensured timely resolution.
- Created user guides and conducted training sessions.
- Offered remote assistance and configured remote access.
- Troubleshoot network connectivity issues and enforced security protocols.
- Handled password resets and managed user accounts.
- Escalated complex issues to appropriate teams.
- Demonstrated excellent customer service and proposed process improvements.

Paul Spring Retirement Community, Alexandria, VA

05/2022 - Current

Companion Caregiver

- Improved patient outlook and daily living through compassionate care.
- Observed patients for changes in condition and reported concerns to supervisors.
- Created safe living situations by communicating with family and staff.
- Assisted with daily meal selection, mobility, and personal care needs.
- Maintained a clean and organized environment for client safety.

2nd Avenue Thrift Store, Alexandria, VA

1/2020 - 04/2021

Retail Sales Associate

- Helped customers by answering questions and locating merchandise.
- Greeted each customer and helped in finding requested items, helping boost customer satisfaction and retention.
- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.