

Michael Obeng
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OBJECTIVE: I am a results-driven and detail-oriented cybersecurity student aiming to apply academic knowledge and hands-on skills, seeking an entry-level position or internship within the field. I am passionate about strengthening my knowledge of analyzing and mitigating security risks, implementing security measures, and staying current with emerging threats. Committed to contributing to a secure and resilient IT environment while continuously enhancing expertise in cybersecurity practices.

EDUCATION:

Old Dominion University

Expected May 2027

Bachelor of Science, Cyber Security

GPA: 3.0

SKILLS: M365 Suite, Google Applications, Windows 10/11, MacOS, Hardware/Software Troubleshooting, Customer Service, Security Awareness, Auto Repair/Customization, Pinnacle Asset Management

LANGUAGES: Proficient in Ghanaian Language, Twi

RELEVANT COURSES: Cybersecurity, Technology & Society

EXPERIENCE:

ODU Information Technology Services, Process & Services Specialist February 2024- Present

- Oversaw the essential networking inventory using Pinnacle, an asset management software, ensuring accurate tracking and secure handling of hardware and networking components.
- Acted as the primary liaison for hardware request tickets, facilitating communication between end-users and administrative approval processes
- Provide positive and responsive customer service to external and internal users
- Demonstrate knowledge of Windows and Mac operating systems, Office Suite and Google Applications, network infrastructure and configuration, troubleshooting skills

Amazon, Warehouse Worker

June 2023- Present

- Utilized technology like smartphones and handheld devices to sort, scan, and prepare orders
- View prompts on screens and follow directions for various tasks
- Receiving and preparing inventory for delivery

McDonald's, Crew Member

- Utilization and operation of POS systems to take customer orders
- Assisting customers in using self-service kiosks for placing orders
- Utilizing communication devices or headsets for effective coordination with other team members
- Basic troubleshooting of technical issues related to equipment

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LEADERSHIP:

- Potomac Senior High School, Boys' Soccer Captain **February 2023- May 2023**

REFERENCE AVAILABLE UPON REQUEST