Naziha Agoujdad

Work Experience

Substitute Teacher
Suffolk Public Schools - Suffolk, VA
November 2022 to Present

24 hours a week

Call Center Representative
Conduent - Remote
January 2020 to December 2021

insurance benefits specialist
40 hours a week

Library Help Desk volunteer
Morgan Memorial Library - Suffolk, VA
October 2017 to December 2019

Assisted with basic IT issues (troubleshooting)
Used Microsoft Office
Answered phone calls
Answered questions and directed to correct staff
Made copies, faxed documents
15 - 20 hours a week

CNA - Certified Nursing Assistant
Autumn Care, Inc. - Chesapeake, VA
July 2017 to May 2018

Assisted residents with ADLs
24 - 32 hours a week

Education

Bachelor's in Cybersecurity
Old Dominion University - Norfolk, VA
August 2022 to August 2023

Associate's degree in Cybersecurity
Tidewater Community College - Virginia Beach, VA
January 2021 to August 2022

High school or equivalent
Kings Fork High School - Suffolk, VA
September 2013 to June 2017

Skills

- Help Desk
- Technical Support
- Troubleshooting
- Linux
- Python
- Microsoft Windows Server
- UNIX
- TCP/IP
- Operating Systems
- Computer Networking