

Omarion Branch

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EDUCATION

Old Dominion University, Norfolk, VA

B.S. in Cybersecurity – Minor in Criminal Justice

Graduation: May 2025 | GPA: 3.56

Dean's List: Fall 2022, Fall 2023, Spring 2024, Fall 2024

Certifications

- CompTIA Security+ (In Progress)
- CompTIA Network+ (In Progress)

TECHNICAL SKILLS

- Operating Systems: Windows, Linux (Ubuntu, Kali)
- Networking: Basic TCP/IP, DNS, DHCP, Active Directory (basic understanding)
 - Troubleshooting: Software & hardware issues, password resets, system updates
 - Security Tools: Wireshark, Virtual Machines (VMware, VirtualBox)
 - Scripting: Basic Python, Bash

- Help Desk Tools: Ticketing Systems (Familiar with Zendesk, ServiceNow)
 - Soft Skills: Customer Service, Team Collaboration, Communication, Problem-Solving
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RELEVANT EXPERIENCE

IT Help Desk Experience (Personal & Academic Projects)

- Set up a home lab to practice troubleshooting Windows and Linux systems
- Installed and configured virtual machines (VMware, VirtualBox) for testing environments
- Simulated common help desk tasks, including password resets, software installations, and basic networking troubleshooting
- Used Wireshark for basic network analysis and troubleshooting

Walmart – Front End Associate

May 2023 – Present

- Provided customer service and technical assistance at self-checkout registers
- Managed money services and transactions, ensuring accuracy and security
- Assisted customers with basic troubleshooting (e.g., payment terminal issues)
- Gained experience in handling high-pressure situations and problem-solving

Autobell – Team Lead

January 2021 – May 2023

- Led a team, ensuring smooth workflow and problem resolution
 - Managed customer payments and provided technical assistance for POS systems
 - Conducted inspections, requiring attention to detail and critical thinking
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LEADERSHIP & PROJECTS

- Cybersecurity Projects: Conducted basic penetration testing on a virtual lab environment
 - Networking Practice: Set up a small home network using a router, configured firewall settings, and troubleshooted connection issues
 - Leadership: Team captain for varsity basketball (4 years) and football (1 year)
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REFERENCES

Available upon request