

Porter Doughty

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Skills

- Strong knowledge of computer networking, navigation and maintenance of a linux environment, and all typical organizational applications.
- Proven experience in network cameras, projectors, organization managed desktops, virtual and physical audio buses, and technical troubleshooting
- Excellent problem-solving and analytical skills
- Strong communication and teamwork at every level

Experience

August 2024 - PRESENT

Old Dominion University, Norfolk - *Information Technology Specialist 1*

- Worked with student technicians and tier 2 technicians to ensure tickets were handled appropriately.
- Initial customer contact point for both ODU and EVMS faculty/staff during an organization wide merger.
- Worked 7,000+ tickets over 10 months with an average of 93% accuracy.

July 2023 - January 2024

Old Dominion University, Norfolk - *Lead Production Head*

- Coordinated the setup and continuation of a live streaming production consisting of 8+ computers, Video Over IP cameras, and multiple team members.
- Troubleshooting and fixing problems associated with cameras over IP and multi-computer streaming and communication applications.

June 2017 - July 2023

Poquoson Parks and Recreation, Poquoson - *Pool Manager*

- Heavy customer service role, interacting with 100+ daily customers.
- Oversaw maintenance, daily use, and identified issues with a POS system and chemical monitoring software/hardware

Education

May 2025

Old Dominion University, Norfolk - *Cybersecurity BS Computer Science Minor*

Awards

- Won first place in Dr. El Mesalami's Raspberry Pi coding contest (2021)
- Participated as a student lead in an undergraduate research study, presented at the 2022 ODU Spring Research Symposium symposium.