

# Shannon Harris

Suffolk, VA 23434 [sphmwe4@gmail.com](mailto:sphmwe4@gmail.com) +1 757 556 4093

My skills consist of all levels of Technical Applications, Computer Information, Entry level Cyber Defense, Networking and Security, AWS, Python, Linux Operations, Microsoft Office Products, Helpdesk Technology, Customer Service, Robotics and Machinery. I have a great eye for detail, always eager to learn, heads on and dependable.

## WORK EXPERIENCE

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### IT Specialist I

Hilton Garden Inn- Suffolk, VA

May 2024-Current

Troubleshoot and resolve all technical issues with computer networks, software, hardware within the hotel systems. Replace and update any Ethernet cables or wiring needing replacement. Ensure all security software remains updated.

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### Cybersecurity Apprenticeship

William & Mary College/Peregrine Technical Solutions – Williamsburg/Yorktown (virtual)

Nov 2023-April 2024

Completed 5 month apprenticeship program in the cybersecurity field funded by CCI and supported by William & Mary College and Peregrine Technical Solutions. I performed technical writing for different contracts for the federal government/ DoD. Applied and learned other cyber related operations. Sorted and created databases for document of contracts.

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## PRODUCTION TECHNICIAN

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Keurig Dr Pepper, Inc. - Windsor, VA

February 2023 to January 2024

Run the coffee filler machine completing k cup pods from start to finish. Relieve machine jams when needed. Complete some maintenance tasks and scheduled shift cleanings. Perform change overs and inventory counting materials. Run end of line. Experience with robots and pallet finishes and wrapping, staging, quality assurance.

#### CUSTOMER SERVICE REPRESENTATIVE

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American Water Utilities - Suffolk, VA February 2022 to November 2022

Provide customer service to customers who call in about their water services. Assisted with questions about billing, connections, disconnections, and emergency services. Using telephone equipment via computer and salesforce applications.

#### CUSTOMER SERVICE REPRESENTATIVE

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Sutherland Global (Washington Gas) - Remote

April 2020 to December 2021

Provide customer service to customers who call in about their gas services. Assisted with questions about billing, connections, disconnections, and emergency services. Using telephone equipment via computer and salesforce applications.

#### CUSTOMER SERVICE REPRESENTATIVE

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Humana- Norfolk (hybrid)

February 2018 to March 2020

Provide customer service to customers who call in about their Medicare Insurance services. Assisted with questions about billing, coverage, finding providers and other insurance related questions. Using telephone equipment via computer and sales force applications.

#### MANUFACTURING ASSOCIATE

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QVC - Chesapeake, VA

October 2017 to February 2018

Pack products in a timely manner. Prepare loads for shipping and load containers in a fast-paced time frame. Seasonal holiday position.

### Receptionist

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Steve's Landscaping Co - Norfolk, VA

September 2015 to July 2017

Complete all office work including invoicing, payroll, appointment setting, filing documentation, billing, and all other clerical work needed. Often when needed worked in the field performing lawn services including cutting, and irrigation setup, mulching for residential and commercial properties.

### OVERNIGHT CLERK

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Walgreens - Suffolk, VA

November 2011 to June 2015

Assist customers with needs, assist in pharmacy department when needed, unload trucks and stock shelves.

### EDUCATION

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#### B.S. IN CYBERSECURITY

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Old Dominion University – Norfolk, VA

B.S. Cybersecurity

Currently enrolled transferred for B.S. (anticipated graduation May 2025)

#### A.A.S. IN CYBERSECURITY

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Tidewater Community College - Norfolk, VA  
A.A.S Cybersecurity Received Dec 2023

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## CERTIFICATE IN COMPUTER INFORMATION SYSTEMS

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Strayer University - Chesapeake, VA  
January 2008 to May 2009

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## HIGH SCHOOL DIPLOMA

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Winslow Township High School - Atco, NJ  
June 2006

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## SKILLS

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- Computer Information
  - Computer Skills
  - Organizational Skills
  - Microsoft Office
  - Customer Service
  - Software troubleshooting
  - Salesforce
  - Technical Support
  - Computer Networking /Cyber Defense
  - Help Desk
  
  - Cybersecurity Club ODU, WICYS Member, CHKD Volunteer, Canine Trainer for disabled vets and children

## CERTIFICATIONS AND LICENSES

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CPR Certification

First Aid

CompTIA A+