Shawn Ziegler

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Professional Summary

Cybersecurity student at Old Dominion University with hands-on experience using Windows, Linux, Wireshark, VirtualBox, VMware, networking fundamentals, and troubleshooting. Recognized for reliability, teamwork, and strong customer service. Seeking an IT Help Desk position or Cybersecurity internship.

Skills

- Customer Service
- Inventory Management
- Order Processing
- Shipment Verification
- Recordkeeping
- Packaging and Labeling
- Production Workflow Support
- Teamwork and Communication
- Organization and Attention to Detail
- Reliability

Certifications

CompTIA A+ (in progress)

Education

Bachelor of Science in Cybersecurity, Old Dominion University (Expected December 2026)

Associate of Science in General Studies, Tidewater Community College (2022)

Professional Experience

Ross Dress for Less — Stock Room Associate (2017–Present)

• Organized and maintained inventory to support efficient stockroom operations.
• Received, sorted, and organized incoming merchandise for stocking.
• Assisted customers with product questions and locating merchandise.
• Maintained inventory accuracy by checking and organizing merchandise.
• Collaborated with team members to complete daily tasks efficiently in a fast-paced environment.

Fortis Solutions Group — Production Assistant (2021)

• Assisted with packaging, labeling, shipping, and production workflow.
• Followed production procedures to help maintain accuracy and quality.
• Organized materials and supplies to support efficient production flow.
• Worked with team members to complete production tasks and meet deadlines.
• Checked product labels and packaging for accuracy before shipment.
• Maintained an organized work area and followed workplace safety procedures.

United Food of Asia — Sales Representative (2017–2019)

• Processed customer orders and verified order details for accuracy.
• Confirmed shipment information and helped coordinate order fulfillment.
• Communicated with customers to address questions about orders and shipments.
• Organized order information to support efficient daily operations.
• Assisted with resolving order inconsistencies and communicating updates to customers.

Volunteer

Marian Manor Retirement Community (2007–2008)