

STEPHEN PRICE JR.

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PROFESSIONAL OBJECTIVE

Dedicated Cybersecurity student at Old Dominion University (ODU) seeking to leverage hands-on IT support experience and cybersecurity training to contribute to a dynamic team protecting against evolving cybersecurity threats. Committed to continuous growth in the cybersecurity field and graduating with honors.

EDUCATION

Old Dominion University - Perry Honors College Student
Norfolk, Virginia
2023 – Present

GPA: 3.71

Granby High School
Norfolk, Virginia
2019 – 2023

Academy of International Studies at Rosemont
Norfolk, Virginia
2016 – 2019

Honor Roll

PROFESSIONAL EXPERIENCE

Student Technician

ODU IT Help Desk
Norfolk, VA
June 2024 – Present

- Serve as first point of contact for ODU and EVMS campus users via phone, email, and in-person support, resolving a broad range of technical software and hardware problems.
- Manage security incident response including identifying and triaging email phishing attacks, spam campaigns, and other cybersecurity threats.
- Administer account management tasks including password resets, account provisioning, and email configurations using Active Directory and Microsoft 365.
- Troubleshoot hardware and software issues (computers, printers, Virtual Private Networks (VPN), operating systems) and escalate complex cases to senior technical teams via ServiceNow.
- Earned consistent recognition from students, faculty, IT advisors, and administrators across ODU and EVMS for professionalism and quality of service.

TECHNICAL & PROFESSIONAL SKILLS

- Microsoft 365
- Active Directory & OS Administration
- ServiceNow
- Email, applications, and software troubleshooting
- Artificial Intelligence (AI) research
- VPN and Networking

ACTIVITIES & HONORS

- National Honor Society Inductee (2023)
- Perry Honors College (ODU)
- Member, 200+ Men Foundation
- Volunteer, American Red Cross Blood Drive
- CS2A Cybersecurity Club at ODU
- Concert Orchestra, 2016 – 2023