

# Travon Cleveland

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## Professional Summary

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Motivated cybersecurity and IT professional with hands-on experience in secure network administration, technical support, and information systems management. Former U.S. Navy Information Systems Technician experienced in maintaining classified systems, troubleshooting network and software issues, and implementing cybersecurity protocols. Currently pursuing a B.S. in Cybersecurity at Old Dominion University, seeking an internship opportunity to build on military IT experience in a civilian setting.

Willing to relocate: Anywhere

## Work Experience

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### Night Auditor/Front Desk Agent

**Hampton Inn & Suites** | Chesapeake, VA

May 2026 to Present

- Manage overnight hotel operations independently, including guest check-ins/check-outs, audit balancing, and preparing financial reports for management.
- Maintain a high level of security and attentiveness during the overnight shift to ensure guest safety and property integrity.
- Deliver exceptional customer service by resolving guest inquiries, handling special requests, and managing room assignments efficiently.
- Demonstrate strong time management and reliability, consistently managing the front desk solo and ensuring a seamless handoff to the morning shift.

### BOH Team Member

**Taste Unlimited LLC** | Chesapeake, VA

October 2025 to May 2026

- Prepared high-quality menu items in a fast-paced back-of-house environment, ensuring strict adherence to recipes, presentation standards, and portion control.
- Maintained a clean, sanitized, and highly organized workstation in compliance with local health department regulations and food safety standards.
- Managed inventory rotation (FIFO) and assisted with restocking ingredients to ensure seamless kitchen operations during peak rush hours.
- Collaborated effectively with team members to fulfill high volumes of orders quickly and accurately under tight time constraints.
- Promoted to Team Lead to oversee daily back-of-house operations, delegate tasks to crew members, and ensure high-quality, efficient order fulfillment during peak hours.
- Trained and mentored new hires on food preparation techniques, workstation safety, and company quality standards.

### Delivery Driver

**FitFuel** | Hampton Roads, VA

May 2025 to August 2025

- Manage route planning, inventory loading, and client deliveries with 100% order accuracy.
- Maintain strong customer service standards and represent the company professionally.
- Support business logistics through real-time communication and efficient time management.

## **Delivery Driver**

**FitFuel** | Norfolk, VA

May 2025 to August 2025

- Delivered packages and goods to customers in a timely and efficient manner
- Maintained accurate records of deliveries, including time of delivery, recipient's name, and any special instructions
- Ensured the safe handling and transportation of fragile or perishable items
- Managed delivery routes effectively to optimize efficiency and minimize fuel consumption
- Provided excellent customer service by addressing inquiries and concerns promptly and professionally
- Followed established safety protocols for loading/unloading packages or goods from the vehicle
- Utilized GPS navigation systems or maps to determine optimal routes for deliveries
- Maintained a clean driving record throughout employment tenure
- Demonstrated strong problem-solving skills when faced with unexpected road closures or traffic delays
- Cultivated positive relationships with regular customers through friendly interactions

## **Information Systems Technician - Submarines, Electronic Warfare**

**Department of Defense, United States Navy** | Pearl Harbor Naval Station, HI

March 2024 to March 2025

- Provided Level 1 and Level 2 IT support for secure networks, resolving connectivity, software, and hardware issues.
- Administered Active Directory accounts, user permissions, and network access controls.
- Managed classified and unclassified network operations, ensuring 99% system uptime.
- Implemented cybersecurity measures to prevent unauthorized access, aligning with DoD security protocols.
- Diagnosed and repaired technical issues in Windows and Linux-based environments.
- Documented troubleshooting procedures and technical solutions to improve response efficiency.
- Conducted IT security training for new personnel, improving compliance with cybersecurity policies.

## **Information Systems Technician - Submarines, Electronic Warfare**

**U.S. Navy**

March 2023 to March 2025

- Provided Tier I & II IT support for classified/unclassified systems, ensuring 99% uptime.
- Administered Active Directory accounts and maintained secure network operations.
- Implemented DoD cybersecurity controls to mitigate threats and prevent breaches.
- Authored troubleshooting documentation and led user training on network security.

## **Seaman Apprentice**

**U.S. Navy**

August 2023 to February 2024

- Supported communications systems and conducted diagnostics on network hardware.
- Assisted in data integrity and information assurance during submarine operations.
- Delivered technical support to personnel, improving overall system reliability.

## **Seaman Apprentice**

### **Department of Defense, United States Navy**

August 2023 to February 2024

- Assisted in shipboard IT operations, supporting mission-critical communication systems.
- Performed routine diagnostics and maintenance on networking hardware and software.
- Provided technical support for end-users, improving system performance and accessibility.
- Gained experience in data security best practices and network monitoring.

## **Window Cleaner**

### **Fish Window Cleaning** | Virginia Beach, VA

January 2023 to January 2023

Removing dirt and grime from windows and glass surfaces using a non-abrasive glass cleaning solution, water, and rubber squeegee blades.

Determining whether window glass is clear, reflective, or tinted, and adapting window cleaning techniques accordingly.

Using a scrim or microfiber cloth to dry around the edges of the glass.

Using toweling cloths to remove excess water and moisture from window sills.

Ensuring that all window cleaning and lift equipment are in good working order.

Operating aerial lift platforms and other lift equipment to reach the windows of high-rise buildings.

Ensuring that the company vehicle is adequately stocked with window cleaning supplies at all times.

Appropriately cleaning up after each job to ensure that there is no residue or dirt left behind

## **Delivery Driver**

### **Doordash** | Norfolk, VA

September 2021 to January 2023

- Completed on-time deliveries by choosing the best and most efficient routes.
- Fostered positive working relationships with regular customers.
- Communicated customer complaints, requests, and feedback to company management for swift resolution.
- Carried heavy trays, packages and boxes from delivery vehicle to areas designated by customers.
- Worked scheduled hours as required and took on available shifts during holidays and busy periods.
- Evaluated products for damage prior to drop-off and documented reasons for returns.
- Maintained upbeat, positive attitude in busy, customer-focused environment.
- Kept detailed mileage and fuel reports to track overall fuel costs.
- Kept delivery vehicle clean and neat to maintain company's professional reputation.
- Stayed in constant communication with dispatching team to quickly respond to delivery updates.

## **Material Handler**

**Target Distribution Center** | Suffolk, VA

June 2019 to September 2021

- Cleaned, sanitized and maintained equipment and storage areas to comply with health regulations and quality standards.
- Operated material handling equipment to receive and ship freight.
- Collaborated within team environment to coordinate and streamline warehouse processes.
- Leveraged forklift to move or stack materials.
- Maintained inventory by identifying, labeling and placing materials and supplies in stock.
- Identified, communicated and resolved issues to avoid disruptions in material movement.
- Sorted materials for scanning to meet production goals.
- Demonstrated and applied product knowledge of company SKUs.

## **Crew Worker**

**McDonald's** | Swansboro, NC

February 2017 to March 2019

- Performed food preparation responsibilities to meet franchise standards for quantities, speed and packaging.
- Restocked workstations with supplies and food display cases with fresh selections to decrease customer waiting during busy periods.
- Promptly resolved customer complaints, escalating major issues to supervisor.
- Trained newly hired employees on routine tasks and customer service.
- Greeted customers promptly and took orders to keep flow of traffic moving.
- Suggested complementary items to orders to boost sales.
- Processed orders on POS system and accepted cash and charge payments.
- Collaborated with team members to quickly fill large orders and serve large parties.
- Checked equipment for proper temperatures to keep food safe for consumption.
- Provided support to crew members, facilitating quick food preparation and delivery.

## **Customer Service Associate**

**Family Dollar** | Swansboro, NC

May 2018 to September 2018

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services, and company information.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Recommended products to customers, thoroughly explaining details.
- Recorded account information to open new customer accounts.

Retail Associate

Education

Cybersecurity (B.S.)

Old Dominion University  
August 2025 to June 2029

Upper secondary education

Metea Valley High School | Aurora, IL

Skills

Risk Mitigation IT support Inventory control Basic math Computer literacy Map reading and navigation skills Manual handling WAN Grocery store Group Policy Linux Active Directory Load & unload Math Endpoint Security Retail store support SharePoint Algebra Multi-line phone systems Front desk Microsoft Word VPN Technical support Guest services Cash handling Strategic sales knowledge IT service management Microsoft Excel Grammar Experience IT VMWare BMC Remedy ServiceNow Inventory management systems Desktop support RF scanner Software troubleshooting Typing Computer skills Safety-conscious Warehouse experience Complaint resolution Organized multi-tasker IDS Numeracy Hospitality User Permissions Analysis skills GPS and Route Planning Organizational skills Sales expertise Computer operation Communication skills Delivery driver experience Order Picking and Processing IT governance Merchandising display arrangement Windows Weight handling in the workplace Customer Response Guest relations Point of Sale (POS) system operation Hospitality industry experience Cisco routers Driving Creative problem solving Cleaning Ubuntu Packaging Order Picker Teamwork Food preparation Data entry Health and Safety Standards Customer Complaint Resolution Team Collaboration LAN Courier Microsoft Access Customer service Accustomed to shift work Stocking and replenishing Computer hardware Friendly and helpful Microsoft Powerpoint Order Fulfillment Productivity software Technical Documentation Clean MVR Operating systems Time management Information security Materials handling Microsoft Outlook Firewall Help desk Problem solving Microsoft Office Valid Virginia driver's license Technical Proficiency

Languages

English

Certifications and Licenses

Driver's License

CompTIA Security+

Secret Clearance

**Additional Information**

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Authorized to work in the US for any employer