

# WILLIAM AYDELOTTE

Norfolk, VA 23510  
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## PROFESSIONAL SUMMARY

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Highly motivated and adaptable IT professional with a strong work ethic and excellent interpersonal skills. Experienced in network operations, troubleshooting, and customer support. Adept at working independently and mastering new skills quickly. Seeking to leverage cybersecurity certification and hands-on experience in a challenging IT or cybersecurity role.

## SKILLS

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- Help Desk Support
- Network Troubleshooting
- Problem Management
- Customer Service & Repair
- Operation Monitoring
- Network Security
- Technical Support
- Windows Operating Systems

## WORK HISTORY

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04/2022 to Current

### **Network Operations Center Technician** **Old Dominion University** – Norfolk, VA

- Monitor and maintain computer networks, ensuring seamless system availability for users
- Perform hardware and software troubleshooting, leading to enhanced system reliability
- Handle incident reporting and resolution for network-related challenges.

09/2020 to 04/2022

### **Assistant Campus Local Area Network Technician** **Old Dominion University** – Norfolk, VA

- Provided technical support for distance learning and technology-enhanced environments
- Diagnosed and resolved issues with video conferencing, internet streaming, and Windows-based systems
- Managed customer support lines, email inquiries, and in-person visits to the Network Operations Center
- Utilized ticketing systems to track and resolve technical problems.

06/2021 to 08/2021

### **IT/Cybersecurity Specialist Intern** **IntellecTechs** – Virginia Beach, VA

- Assigned to the business operation unit which provides information technology support services to clients and customers in both commercial and government sectors
- General computer systems support, cloud platforms, cybersecurity, electronic hardware, device networking, cloud, and software applications
- Gained experience in the role and mission of a Managed Service Provider and understanding Cybersecurity Framework
- Worked with a team of computer technicians, system engineers and technical professionals who provided direct and remote support to clients and customers
- Analyzed the business requirements of clients/customers and potential clients to determine their technology needs.

## EDUCATION

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Expected in 12/2024

### **Bachelor of Science: Cybersecurity** **Old Dominion University** - Norfolk, VA

## CERTIFICATIONS

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CompTIA Security+, June 2024