

Zachary Fok

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EXPERIENCE

Jade Villa, Virginia Beach, VA — Server

NOVEMBER 2022 - PRESENT

- Operates dim sum cart in a high-traffic dining environment, efficiently serving customers and maintaining smooth workflow.
- Coordinates with kitchen staff to communicate customer orders and ensure efficient preparation and delivery of dishes.
- Maintains cleanliness and organization of the cart and surrounding areas to comply with health and safety regulations.

Food Lion, Virginia Beach, VA — Cashier

JUNE 2022 - PRESENT

- Provides excellent customer service by greeting shoppers, answering questions, and resolving issues in a friendly and professional manner.
- Operates cash register and processed transactions efficiently, ensuring accurate handling of cash, credit, and debit payments.
- Manages the flow of customers during peak times, minimizing wait times.

EDUCATION

Old Dominion University, Norfolk, VA - No Degree

Majoring in: Cybersecurity (B.S)

Graduation: June 2028

Relevant Courses:

- Cybersecurity - CYSE 200
- Introduction to Criminology - CRJS 215S
- Public Speaking - COMM 101R
- LEAP Class - UNIV 130

CERTIFICATIONS

- CompTIA Security+ (2024)
- Cisco CCST Cybersecurity (2024)
- Certiport Information Technology Specialist Cybersecurity (2024)
- Certiport Information Technology Specialist Network Security (2024)
- Certiport Information Technology Specialist Networking (2023)
- Workplace Readiness Skills (2023)

SKILLS

Customer Service

Verbal and Written
Communication

Positive Attitude and
Engagement

Teamwork and Collaboration

Taking Cues and Direction

Wireshark

CLI Interfaces (PowerShell,
Command Prompt, bash)

Windows, Linux (Ubuntu)

Packet Tracer

Windows Defender

Mod Manager and Audit Log

LANGUAGES

English

