

## Alexander Walker

Norfolk, VA

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Cybersecurity student with hands-on IT support experience seeking an entry-level IT or cybersecurity role. Skilled in troubleshooting, deployment, and system support.

### EDUCATION

#### Old Dominion University, Norfolk, VA — Expected May 2026

B.S. Cybersecurity | GPA: 4.00 | Dean's List: Fall 2024, Spring 2025

#### Tidewater Community College, Norfolk, VA — May 2024

A.A.S. Cybersecurity | GPA: 3.63

### RELATED EXPERIENCE

#### Old Dominion University

##### Technical Support Professional I | January 2026 – Present

- Provide advanced IT support across university systems, resolving hardware, software, and network issues
- Manage ServiceNow tickets, ensuring timely resolution and accurate documentation
- Support enterprise tools including Microsoft Intune, Entra ID, and Windows Autopilot
- Troubleshoot complex issues and collaborate with IT teams to improve performance

#### Old Dominion University

##### Engineering Desktop Support Technician | Oct 2024 – December 2025

- Provided IT support across engineering buildings, resolving hardware, software, and network issues
- Managed ServiceNow tickets and maintained accurate records
- Deployed and imaged systems; supported labs with AutoCAD and MATLAB
- Gained experience with Intune, Entra ID, and Autopilot

#### Freelance PC Builder & IT Support | 2018 – Present

- Built and configured custom PCs; provided setup, troubleshooting, and support

### SKILLS

- Systems & Platforms: Windows, macOS, Linux
- Endpoint & Identity Management: Microsoft Intune (device management & policy deployment), Microsoft Entra ID (user/device configuration), Windows Autopilot
- IT Tools & Platforms: ServiceNow, Software deployment & package management
- Networking: Diagnostics, printer setup/configuration, NAS servers
- Hardware: Dell OptiPlex & Precision desktops, laptops, monitors, peripherals
- Core Skills: Troubleshooting, imaging & deployment, customer support

