

Naomi Brillhart

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SKILLS

Hardware: Desktops/Laptops, multifunction and ID printers, point-of-sales systems

Vendor Solutions: HID, Grubhub for Campus, ECRS, Aramark, Shift4, Panera, Starbucks, IPConfigure

Desktop Endpoint Systems: Microsoft Intune, Jamf, Ivanti

Operating Systems: Windows, MacOS

Software Tools: Microsoft Office, CBORD CS Gold, Orchid Hybrid, LogMeIn Resolve, Oracle SQL Developer

Ticketing Systems: ServiceNow, Spiceworks

Certifications: CompTIA Security+, Microsoft Azure Fundamentals, Jamf 100

Interpersonal: Customer Service, Team Communication and Communication, Leadership

Languages: Tagalog, English

WORK EXPERIENCE

Old Dominion University

Lead User Experience Technical Professional

October 2025-Current

- Provide technical support for a wide range of technologies for the Division of Digital Transformation & Technology and Campus Life Services, including desktop/laptop systems and applications, printers, point-of-sales devices, and safety systems (e.g., door access, alarms)
- Deliver exceptional customer service, ensuring issues were resolved efficiently and documented thoroughly for future reference
- Supervise and train a team of student workers, hourly staff, and classified staff, ensuring technical proficiency and optimal staffing levels
- Maintain scheduling, performance reviews, and coaching initiatives to foster team development and improve service delivery
- Acted as the primary escalation point for complex technical issues, resolving challenges quickly and effectively minimizing downtime

Information Systems Specialist for Auxiliary Services

February 2020-October 2025

- Provide remote and onsite desktop support for 200+ desktop and laptop workstations for Campus Life Services (formerly known as Auxiliary Services) end-users
- Support Student and Campus Life (SCL) and Athletics during six home football game days, troubleshooting and resolving issues with point-of-sale equipment, laptops, and multi-function printers
- Maintain and troubleshoot 3 ID card printer hardware for the University Card Services
- Collaborate with point-of-sale vendors to migrate and deploy 150+ registers
- Serve as backup CS Gold systems administrator for campus meal plan, ID card, and access controls
- Act as interim Team Lead for the Network Services team, supervising 10+ student and hourly state employees.
- Provide on-call support for 3,000+ door access systems, 400+ multi-function printers, and 2,400+ safety cameras.

EDUCATION

Old Dominion University

Master of Science in Computer Science

Current

- Concentration: Information & Communications Technology

Bachelor of Science in Business Administration - Information Systems & Technology

May 2019

- Minor: Cybersecurity