# Naomi Brillhart

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## SKILLS

**Interpersonal**: Customer Service, Team Communication and Communication, Leadership
**Hardware**: Datacard and Fargo ID printers; Micros SaaS, Catapult, Grubhub Ultimate, VenueNext, Panera, and Starbucks point-of-sales systems
**Vendor Solutions**: HID, Grubhub for Campus, ECRS, Aramark, Shift4, Panera, Starbucks, IPConfigure
**Desktop Endpoint**: Microsoft Intune, Jamf, Ivanti
**Operating Systems**: Windows, MacOS
**Software Tools**: Microsoft Office, CBORD CS Gold, Orchid Hybrid, LogMeIn Rescue, Oracle SQL Developer, Orchid Hybrid
**Ticketing Systems**: ServiceNow, Spiceworks
**Certifications**: CompTIA Security+, Microsoft Azure Fundamentals, Jamf 100
**Languages**: Tagalog, English

## WORK EXPERIENCE

### Old Dominion University
Information Systems Specialist for Auxiliary Services                                    February 2020-present
- 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 Aramark-partnered point-of-sale vendors to successfully migrate and deploy over 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.

Technical Support Professional – Part-time                    January 2020-February 2020; April 2018-July 2019
- Provided remote and onsite desktop support for 1600+ desktop and laptop workstations for the Administration & Finance end-users, performing lifecycle replacements as necessary.

### Virginia Wesleyan University
IT Support Specialist                                                        July 2019-January 2020
- Provided tier-1 and tier-2 IT support to the campus community via phone, email, and in-person, troubleshooting software, hardware, and identity management issues.
- Assisted in upgrading 400+ Windows 7 machines to Windows 10, improving system performance and user experience.

## EDUCATION

### Old Dominion University
Master of Science in Computer Science – Information & Communications Technology                    Current
Bachelor of Science in Business Administration – Information Systems & Technology                    May 2019
- Minor: Cybersecurity