

Naomi Brillhart

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SKILLS

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

Desktop Endpoint Systems: Microsoft Intune, Jamf, Ivanti

Operating Systems: Windows, MacOS

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

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

Ticketing Systems: ServiceNow

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

WORK EXPERIENCE

Old Dominion University

Lead User Experience Technical Professional

October 2025-Current

- Maintain and oversee Campus Life Services technical operations, supporting computer workstations, ID print hardware, point-of-sale devices, and related systems
- Provide systems and application support for enterprise printing, electronic access controls, and safety systems in the division of Digital Transformation & Technology
- Onboard, supervise, train, and manage scheduling of Network Infrastructure & Services student workers and hourly staff
- Act as the first escalation point for complex technical issues

Information Systems Specialist for Auxiliary Services

February 2020-October 2025

- Delivered remote and onsite desktop support for 150+ desktop and laptop workstations to Campus Life Services end-users (formerly known as Auxiliary Business Services)
- Oversaw procurement, inventory management and lifecycle for workstations, POS devices, and related equipment
- Supported 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
- Maintained and troubleshooted 3 ID card printer hardware for Monarch Card & Business Services
- Collaborated with point-of-sale vendors to migrate and deploy 150+ registers across Monarch Dining locations
- Supported CS Gold as backup systems administrator for meal plan, ID card, and access control management
- Acted as interim Team Lead for the Network Services team, supervising 10+ student and hourly state employees
- Provided 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