Omar Chaudhry

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Featured Work Experience

End User Support Specialist
US Environmental Protection Agency (EPA)

December 2022 - Present

- Conducted IT audits, identified weaknesses in controls, and supervised government contractors adhered to service level agreements (SLAs).
- Established relationships with subject matter experts and end users to understand their needs and requirements.
- Demonstrated technical capabilities and professional knowledge to manage Assistive Technology for disabled employees.
- Planned and implemented the Problem Management team which led to an increase in efficiency in ticket triaging.
- Communicated major system changes to over 17,000 federal employees, contractors, and interns successfully.

IT Support Specialist
National Association of Counties (NACo)

August 2022 - December 2022

- Resolved technical issues in a timely and efficient manner as part of the IT helpdesk.
- Created and managed Active Directory user accounts for on-premises and cloud servers in Azure.
- Utilized Microsoft Intune to deploy, install, and configure new hardware and software.
- Assisted in IT equipment inventory management.

Blaschke Fund Research Fellow
The Consortium of School Networking

May 2022 - August 2022

- Conducted a report on emerging IT staffing in school systems and presented findings to trustees and leadership.
- Specialized in reporting on cybersecurity, data privacy management, and differences between smaller and larger school districts.
- Developed blog posts highlighting select findings from the project, including interviews with CTOs, Directors of Technology, and former hackers.

Education & Certifications

CompTIA Security+ Certification

March 2024

Masters of Sciences (M.S.) in Cybersecurity
Old Dominion University

June 2022

Skills

Risk Management Framework
NIST 800-53 Controls, ITIL, and FedRAMP

Network Security
Data Loss Prevention (DLP) and Incident Response (IR) Planning

Cloud Technologies
AWS, Azure and Google Cloud Services

Business Applications
Sharepoint, PowerBI, Intune and Linux Operating Systems

Programming Languages
Javascript and Python