

Omar Chaudhry

Cybersecurity Specialist – cancanomar.net

Featured Work Experience

End User Support Specialist U.S. Environmental Protection Agency (EPA)

December 2022 – June 2024

- 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.
- Proposed and facilitated the implementation of AI-powered accommodations / Assistive Technology for disabled employees. Examples include: Voice Recognition Tools, Sign Language Translation and realistic speech synthesis.
- 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.
- Utilized Microsoft Copilot AI to detect trending problems, generate Knowledge Articles (KA) for end users and automate repetitive tasks.

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.

Program Specialist U.S. Department of the Navy

April 2019 - January 2021

- Developed tutorials for interns, recent hires and contractors that needed immediate training through Generative AI (GPT-3).
- Dedicated response to Administrative IT team within the Office of Civilian Human Resources (OCHR).
- Customized team pages, policy & guidance libraries, points of contact, and FAQs.
- Optimized Microsoft Sharepoint UI/UX experience for teams ranging in levels of seniority.
- Provided Metadata on HR policy and guidance to restructure backend.

Education & Certifications

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

June 2022

Bachelors in Business Administration Marymount University

August 2015

Skills

Risk Management Framework

NIST 800-53 Controls, ITIL, and FedRAMP

Artificial Intelligence (AI) Technologies

Generative Pre-trained Transformer (GPT/ChatCPT/GPT-3 API), Microsoft Copilot, and Perplexity

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 (Ubuntu, Kali, Arch and Fedora)