

# Omar Chaudhry

Cybersecurity Specialist – cancanomar.net – omar@cancanomar.net

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## 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

### **CompTIA Security+ (SY0-701)**

**November 2024**

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

**June 2022**

## 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