Faith O. Olajide

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Skills & Certifications

Technical: Linux, Windows OS, Active Directory, Kali Linux, Wireshark, Packet Tracer, SQL, Python, Vulnerability Scanning, Log Analysis

Tools and Platforms: Wireshark, Kali Linux, Virtual Machines, SQL Databases

Certifications: Google Cybersecurity, Google IT Technician, SOCOA I (Ongoing), Qualys Cloud Agent (CA), Qualys Cybersecurity Asset Management (CSAM)

Education

Capitol Technology University, Laurel, MD
Bachelor of Applied Science, Cybersecurity   Jan 2020 – April 2024

Relevant Coursework
Network Security, Incident Response, Digital Forensics,
Linux & SQL, Ethical Hacking, Operating Systems, Risk Management

Experience

Capitol Technology University Laurel, MD
IT Help Desk Technician May 2022 – August 2024
- Provided Tier 1 technical support to students, faculty, and staff in a university environment
- Diagnosed and resolved Windows OS, application, and login-related issues
- Assisted with Active Directory account support, password resets, and access troubleshooting
- Documented incidents and resolutions to support efficient issue tracking and escalation

Capitol Technology University, Laurel, MD
Cybersecurity Technician April 2020 – May 2022
- Conducted hands-on cybersecurity labs focused on intrusion detection, log analysis, and threat identification
- Utilized Kali Linux, Wireshark, and virtualized environments to simulate real-world cyber threats
- Assisted with vulnerability assessment exercises and security analysis projects
- Documented findings and supported cybersecurity awareness and education initiatives

Staples, Hagerstown, MD
Service Desk Tier 1 March 2018 – April 2020
- Delivered Tier 1 technical support in a fast-paced customer service environment
- Troubleshot hardware, software, and peripheral issues for end users
- Escalated unresolved issues according to established service-level expectations
- Maintained strong customer satisfaction through clear communication and timely resolution

Harvest Intercontinental Church - Hagerstown, Hagerstown MD
Church Administrator September 2025 – Present
- Manage administrative operations, scheduling, and organizational records
- Coordinate communication between leadership, staff, and members
- Maintain confidentiality when handling sensitive personal and organizational information
- Support operational efficiency through documentation and process organization

Harvest Intercontinental Church - Hagerstown, Hagerstown, MD
Digital Media & Production Specialist Jan 2018 – Present
- Manage digital media production and technical setup for live and recorded services
- Maintain audiovisual systems, livestream platforms, and production workflows
- Troubleshoot technical issues related to sound, video, and connectivity
- Support organizational technology initiatives through digital solutions