

Charles Oddo

New Bern, NC | 330-554-2773 | codd2@kent.edu | linkedin.com/in/charles-oddo | CharlesOddo.com

PROFESSIONAL SUMMARY

IT support specialist with experience in payment systems, remote diagnostics, and technical troubleshooting across Windows, Linux, and cloud environments. Strong foundation in cybersecurity and digital forensics with hands-on work in SIEM tools, incident response, and secure system configuration. Known for clear documentation, process improvement, and delivering high-quality customer support.

TECHNICAL SKILLS

- Operating Systems: Windows 10/11, Windows Server, Linux, CNC/Industrial Controllers
- Networking: TCP/IP, DNS, DHCP, Wireshark, Switching/Routing
- Cloud/Virtualization: AWS, Azure, VMware, Hyper-V
- Security/Forensics: SIEM, Incident Response, Basic Forensics, Autopsy, FTK Imager
- Scripting/Programming: Python, PowerShell, SQL, HTML/CSS, Visual Basic, G-code/M-code (CNC programming)
- Tools: Microsoft 365 Admin, Active Directory, Ticketing: Jira, Git, Confluence

CERTIFICATIONS

- TestOut CyberDefense Pro
- TestOut Security Pro
- TestOut PC Pro
- TestOut IT Fundamentals Pro
- Google IT Support Professional Certificate

EDUCATION

Kent State University | Kent, OH

Bachelor of Science in Information Technology (*Expected December 2026*)

Concentration: Cybersecurity and Forensics • Minor: Help Desk Support

Associate of Applied Business in Cybersecurity (*Expected August 2026*)

EXPERIENCE

Level 2 Technical Support — Card Concepts Inc., Addison IL November 2022 – Present

- Troubleshoot and resolve complex issues with laundromat credit card readers, kiosks, and remote payment systems, supporting customers nationwide.
- Perform remote diagnostics, firmware updates, and device resets to restore functionality and reduce downtime.
- Train and mentor new technicians and provide quality monitoring feedback to improve team performance and customer experience.
- Conduct on-site installations, ensuring proper configurations and network connectivity and on-site owner and employee training.
- Document procedures and drive process improvements that enhance reliability and reduce repeat incidents.

CNC Machinist Aerospace and Naval Nuclear Components | Various Employers, Ohio (20+ years)

- Programmed, edited, and optimized G-code and M-code for multi-axis CNC machines to meet strict tolerances for Naval Nuclear Reactor components.
- Utilized PLC and HMI interfaces to configure machine parameters, troubleshoot control issues, and verify operational readiness.
- Transferred, loaded, and validated CNC programs across machine controllers, ensuring accuracy, version control, and compliance with engineering specifications.
- Performed precision machining in a classified, high-security environment, adhering to federal safety, documentation, and confidentiality protocols.
- Collaborated with engineering and QA teams to resolve machining deviations, improve workflows, and maintain compliance with nuclear-grade manufacturing standards.