

## Charles Oddo

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### PROFESSIONAL SUMMARY

IT support professional with experience in payment systems, technical troubleshooting, and emerging technologies including cloud, IoT, and cybersecurity. Strong background in technical documentation, process improvement, and customer-focused problem solving.

### 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

### EDUCATION

Kent State University | Kent, OH | Expected Graduation: May 2027

**Bachelor of Science in Information Technology Concentration Cybersecurity and Forensics**

### 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 new support 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 technical procedures and contribute to 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.
- Interpreted complex blueprints, technical drawings, and process sheets to produce mission-critical components with zero-defect expectations.