

Charles Oddo

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PROFESSIONAL SUMMARY

IT and cybersecurity professional with a background spanning technical support, SIEM-based incident response, and 20+ years of compliance-driven operations in classified, federally regulated environments. Experienced in process documentation, risk mitigation, and policy adherence across DoE, DoD, ISO, and ITAR frameworks, with strong security fundamentals and hands-on exposure to digital forensics tools. Pursuing a B.S. in Information Technology with a concentration in Cybersecurity and Forensics, targeting a career in Governance, Risk, and Compliance.

SKILLS

Security/Forensics: SIEM, Incident Response, Basic Forensics, Autopsy, FTK Imager

Tools: Microsoft 365 Admin, Active Directory, Jira, Git, Confluence

Networking: TCP/IP, DNS, DHCP, Wireshark, Switching/Routing

Cloud/Virtualization: AWS, Azure, VMware, Hyper-V

Operating Systems: Windows 10/11, Windows Server, Linux, CNC/Industrial Controllers

Scripting/Programming: Python, PowerShell, SQL, HTML/CSS, Visual Basic, G-code/M-code

CERTIFICATIONS

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

EDUCATION

Kent State University

*Bachelor of Science in Information Technology. Concentration: Cybersecurity and Forensics |
Minor: Help Desk Support.*

Kent, OH

Expected December 2026

Kent State University

Associate of Applied Business in Cybersecurity.

Kent, OH

August 2026

EXPERIENCE

Level 2 Technical Support

November 2022 – Present

Card Concepts Inc.

Addison, IL

- Troubleshoot and resolve complex issues with laundromat credit card readers, kiosks, and remote payment systems in a PCI-DSS regulated environment, supporting customers nationwide.
- Execute remote diagnostics, firmware updates, and device resets to restore functionality and minimize system downtime while maintaining compliance with PCI-DSS device security requirements.
- Author technical procedures and drive process improvements to reduce repeat incidents and improve operational reliability.
- Train and mentor new technicians, providing quality monitoring feedback to improve team performance and service consistency.
- Lead on-site installations, enforcing proper device configuration, network connectivity standards, and compliance with deployment procedures.

CNC Machinist, Aerospace and Naval Nuclear Components

Various Employers

Ohio

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