Shanice A. Francis

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PROFESSIONAL SUMMARY

Recent cybersecurity graduate with hands-on experience in IT support, network monitoring, & information security. Completed a Bachelor of Science in Cybersecurity from Old Dominion University with over a year of technical experience. Skilled in penetration testing, digital forensics, & incident response through academic projects & labs. Strong communication, customer service, & leadership abilities. Actively pursuing CompTIA Security+ certification.

SECURITY CLEARANCE

Active Public Trust Background Investigation

TECHNICAL SKILLS

- **Programming & Scripting**: Proficient in Python and Bash scripting
- **Cybersecurity Tools:** Experience with Wireshark, Metasploit, Kali Linux, Nmap, John the Ripper
- **Operating Systems:** Skilled in Linux (Ubuntu, Kali) and Windows environment
- **Communication:** Excellent at translating technical issues for non-technical users
- **Customer Service**: Reliable, professional, and patient support in high-volume environments

EXPERIENCE

Document Preparation Technician | Commence (DOMA Technologies) Jun 2026 – Present

- Digitized and indexed sensitive IRS documents for electronic archiving and records management.
- Prepared high-volume scanning batches by sorting records and repairing damaged documents.
- Performed data entry and quality checks to maintain readable scans and accurate records.

Customer Service Associate | Lowe's Home Improvement Apr 2020 - Jun 2026

- Assisted customers with sales and returns and troubleshot point-of-sale systems in a fast-paced retail environment.
- Provided front-end team leadership during supervisor absences.
- Applied loss-prevention practices and reported security concerns to help protect company assets.

Academic Projects

Cybersecurity and IT Projects | Old Dominion University | 2023 - 2025

- Conducted penetration testing using Kali Linux, identifying weaknesses such as SQL injection, open ports, and weak credentials.
- Performed forensic imaging and analysis using Autopsy and FTK Imager, maintaining chain-of-custody documentation. Analyzed system logs and metadata to detect indicators of compromise and reconstructed event timelines.

EDUCATION

Bachelor of Science in Cybersecurity, Old Dominion University - Graduated May 2025
Honors: Dean's List – Fall 2020, Fall 2021, Fall 2023

RELEVANT COURSEWORK

Digital Forensics; Cybersecurity Programming & Networking; Linux Systems; Ethical Hacking & Penetration Testing; Cybercrime Foundations