

Samuel N. Oruh

Rocky Mount, North Carolina | **Phones:** 571-899-0107 | 443-720-8046

E-Mail: samuel.oruh@gmail.com | **LinkedIn Profile:** [linkedin.com/in/samuel-oruh](https://www.linkedin.com/in/samuel-oruh) | **Digital Portfolio:** <https://samueloruh2.wixsite.com/portfolio>

Recently completed an intensive IT Support Specialist program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 10+ years in Law Enforcement has led to developed skills in technical support, customer service and leadership.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • System Administration • Physical Security • Law Enforcement • Report Documentation • Adaptability • Consistency

EDUCATION, CERTIFICATES, & CERTIFICATIONS

Full Sail University (Virtual) • Winter Park, FL **10/2023**
Bachelor of Science (B.S.)

- Cybersecurity

Merit America • Virtual **06/2023**
Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**

Howard University • Washington, DC **05/2003**
Bachelor of Business Administration (B.B.A.)

- Computer-Based Information Systems Management

RELEVANT EXPERIENCE

Special Police Officer (Public Safety Officer III) • MedStar Washington Hospital Center, Washington, DC **03/2017 - 01/2020**

- Served as a first responder to all emergencies on the hospital campus in order to protect life and property
- Conducted periodic patrols of hospital property to check for irregularities and security breaches; inspection and interaction with employees, visitors, protection devices and fire control equipment
- Maintained security-related control documents, forms, logs and reports as required

Lieutenant (Security Supervisor) • MVM Security (National Institutes of Health), Rockville, MD **10/2015 - 03/2017**

- Provided new officer training, work schedules, and direct supervision of all security officers assigned to the site
- Implemented and updated, as necessary, established security protocols, processes and procedures, Standard Operating Procedures (SOP's)
- Generated and maintained security-related control documents, forms, logs and reports
- Made periodic checks for irregularities and to inspect the officers, protection devices and fire control equipment
- Prepared logs and reports for senior management detailing progress with post, as required

Director, Systems Operations • Ultra Home Health Agency, LLC, Washington, DC **01/2008 - 02/2014**

- Assessed and identified ongoing technology needs for systems and products to ensure company goals were met
- Conducted user education and training on computer programs and other IT-related services
- Developed and managed external collaborations to meet patient and company needs
- Monitored and reviewed systems logs and verified completion of scheduled backups and verified the integrity and availability of all systems, hardware, servers and key processes to ensure operational efficiency

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Security Control Center Operator/Armed Officer • SecTek, Inc. (USPTO), Alexandria, VA

01/2008 - 12/2009

- Monitored building safety and security systems; dispatched security staff when alarms identified a problem; prepared activity logs and reports and assisted with coordination of staff
- Oversaw security for the United States Patent & Trade Office (USPTO) building shipping and receiving areas monitoring activities to identify problems
- Secondary Dispatcher for determination of appropriate actions and dispatch of mobile security staff, as needed

Shift Supervisor/Access Control Officer • Securitas (Fairfax Courthouse Complex), Reston, VA

01/2006 - 12/2007

- Oriented Security personnel, courthouse staff, volunteers, and clients with security protocols
- Completed and signed-off on all written Incident Reports and departmental documents
- Kept all levels of the chain of command apprised of all incidents and accidents and daily operations issues
- Monitored and controlled pedestrian and vehicle traffic at all entrances to keep an orderly flow and as needed

Correctional/Jail Officer • Rappahannock Regional Jail (RRJ), Fredericksburg, VA

06/2004 - 11/2005

- Supervised the inmates in assigned areas such as housing units, Administrative Segregation, etc
- Prepared, maintained and disbursed legal documents such as logs, incident reports, and inmate request forms
- Conducted and logged in routine housing unit needs in the areas of safety and security
- Provided custody and control of inmates in all custody levels while escorting them to and from courts, dental or medical appointments, visitation, and transportation to and from other correctional facilities

VOLUNTEER EXPERIENCE

Living Historian/Reenactor • 1st United States Colored Troop (USCT) Regiment, Washington, DC

2019 - Present

Company Quartermaster Sergeant
Corporal
Private

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REFERENCES

Reference Name: Sergeant Santina Allen
Title: Watch Commander - 3rd Shift (2200 - 0600)
Company Name: MedStar Washington Hospital Center (MWHC)
Street Address: 110 Irving Street, NW, Washington, DC 20010
Telephone: (202) 877-6337 (Work) | (240) 938-7821 (Cell)
Email: Santina.M.Allen@medstar.net
Relationship: Former Supervisor (March 2017 - January 2020)

Reference Name: Lieutenant Jakeisha Aull
Title: Security Supervisor
Company Name: The Department of Homeland Security - (DHS) Campus
Street Address: 2701 Martin Luther King Avenue, SE, Washington, DC 20593
Telephone: (202) 367-7490 (Cell)
Email: jakeisha.aull@gmail.com
Relationship: Former Watch Commander - 2nd Shift @ MWHC (March 2017 - August 2018)

Reference Name: Officer Shawn Morris
Title: Federal Police Officer
Company Name: The Pentagon Police Force
Street Address: 3010 Defense Pentagon, Washington, DC 20301
Telephone: (703) 697-4151 (Work) | (240) 755-5615 (Cell)
Email: morris1a97@gmail.com
Relationship: Former Off-Campus Supervisor @ MVM, Inc. (October 2015 – March 2017)
