

IT IMPLEMENTATION | DATA ANALYTICS

IT and implementation professional with the background to successfully communicate even the most technical topics and ideas. Strives to learn from every new situation and master the next topic at hand. Currently focusing on cybersecurity techniques and skills by learning material for the CompTIA CySA+ and Cisco CCNP Security certifications while seeking new ways to apply these subjects for the benefit of all.

TECHNICAL SUMMARY

Certifications: **CompTIA** Security+, Network+
AXELOS ITIL 4 Specialist: Create, Deliver and Support, ITIL 4 Specialist: High-Velocity IT, ITIL 4 Foundation
SAS Certified Statistical Business Analyst Using SAS 9: Regression and Modeling, Certified Specialist: Base Programming Using SAS 9.4

Programming: Python, SQL, HTML, CSS, JavaScript, SAS

Skills: Machine Learning, Deep Learning, Neural Networks, Data Mining, Data Visualization, Statistical Modeling, Analytics, Systems Administration, Computer Networking

Tools: ServiceNow, Jamf, Active Directory, Microsoft Endpoint Configuration Manager, PyTorch, Scikit-Learn, NLTK, NumPy, Pandas, Jupyter Notebooks, Beautiful Soup, Tableau, Seaborn

PROFESSIONAL EXPERIENCE

North Carolina State University, Raleigh, NC | Implementation Professional II, 10/2020 to Present

Managed, coordinated, and provided expertise for the licensing and implementation of software used within the College of Humanities and Social Sciences (CHASS) and all its respective departments. Performed maintenance, testing, and end-user training of both software and hardware, along with data security planning pertaining to the implementation and application of technology directly with university faculty for scholarly research and academic operations. Researched and collaborated with specialists to resolve unexpected outages and incidents.

- Managed the CHASS contextual knowledge base within ServiceNow Knowledge Management, improving and creating technical and user-level documentation to improve incident resolution times and efficiency.
- Assisted in managing over 6,000 physical devices among the CHASS departments through ServiceNow, Active Directory, Jamf Pro, and Microsoft Endpoint Configuration Manager.
- Assigned to handle particularly sensitive user interactions both in-person and remotely with honed customer service and communication soft skills.

Barnes & Noble, Durham, NC | Lead Barista / Barista, 7/2018 to 9/2019, Spring 2020

Mentored and trained several new café servers, setting the example for exceptional customer service. Supervised the café, its operations, and other baristas in their work while assisting the managers in the day-to-day bookkeeping, customer relations, and employee training.

EDUCATION & TRAINING

Western Governor's University, Salt Lake City, UT | Master of Science, Data Analytics

Udacity | Nanodegree, Deep Learning | Nanodegree, Data Analytics

SEBTS, Wake Forest, NC | Bachelor of Arts, double major in English and Religious Studies, minor in ESL