

Contact

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(LinkedIn)

Top Skills

Information Systems Integration
LAN Administration
Node.js

Languages

English

Certifications

TestOut Security Pro Certification
Certified Client Pro
Certified PC Pro
CCNA: Switching, Routing, and Wireless Essentials
CCNA: Introduction to Networks

Honors-Awards

Presidents List Olympic College
Winter Quarter 2023
Phi Theta Kappa Honor Society
Presidents List Olympic College
Spring Quarter 2023
Presidents Scholars List Fall 2023
President's Scholars list Winter 2024

April V. Sykes

Aspiring Assistant Project Manager | BAS-IS Student, Olympic College (Graduating Spring 2026) | 20+ Years IT Experience | CAPM Candidate (2025) | Bridging Tech Expertise with PM Training
Bremerton, Washington, United States

Summary

I am an IT professional with over twenty years of hands-on infrastructure and data center experience, now transitioning into project management. I am earning a Bachelor of Applied Science in Information Systems at Olympic College with graduation expected end of Spring Term 2026. I am also preparing for the CAPM exam in Summer 2025. My focus is to combine deep operational knowledge with formal project leadership and modern technical tools.

My academic background includes a broad set of applied courses that directly support my career goals. These include Project Management I and II, LAN Administration, Information Assurance, Technical Writing, Informatics and Analytics, Business Statistics, and Information Systems Integration. My practical skills have been shaped by projects that emphasize stakeholder communication, Agile methods, risk planning, team leadership, and accessibility in design. I have earned President's Scholar honors every term and maintain a 3.94 GPA.

Professionally, I have supervised teams and maintained critical operations at Jewish Hospital, Perot Systems, and Dell Technologies. I have worked with mainframes, Cisco networking, and Linux environments while managing client support, escalation response, and system transitions across regional teams. These experiences continue to shape my approach to leadership and reliability.

Recent projects include a React-based medication reminder app with caregiver tracking and WCAG accessibility, a PMP exam simulator with live scoring and randomized logic using Agile planning, and a formal academic research presentation on the societal impact of artificial intelligence. I build full-stack systems using HTML, CSS, JavaScript, Node.js, REST APIs, and GitHub. I have also trained in

server administration, operating systems, web development, and database structures.

I am a member of Phi Theta Kappa and an active mental health advocate through NAMI Tacoma. My values are consistency, clarity, and ethical leadership. I am now seeking an internship or entry-level role as an assistant project manager or technical project coordinator. My goal is to bring immediate value to a team through strong execution, clear documentation, and dedication to project goals.

Experience

Olympic College

2 years 7 months

Student – Bachelor of Applied Science, Information Systems (BASIS)
Senior

January 2023 - Present (2 years 7 months)
Bremerton, Washington, United States

Enrolled in the Bachelor of Applied Science in Information Systems (BASIS) degree program at Olympic College, with a career focus on IT project management. Coursework includes networking, systems integration, Agile methodologies, and full-stack development.

Project Management Concentration:

Completed Project Management I & II, Business Statistics, and Communication in Organizations.

Capstone Projects:

TimelyRx App – React-based medication reminder app with WCAG accessibility, caregiver support, and local data tracking.

PMP Quiz App – Exam simulator using Agile sprints, dynamic scoring, and responsive UI.

AI Research Presentation – 20-minute academic presentation with APA citation, visual media, and structured narrative.

GPA: 3.94

Honors: President's Scholar (multiple quarters)

Certifications: Preparing for CAPM exam (Summer 2025)

IT Technician

August 2023 - July 2024 (1 year)

Bremerton, Washington, United States

Provided part-time IT support across campus systems, working directly with staff, faculty, and students. Contributed to system reliability and documentation efforts while strengthening communication and coordination skills relevant to project-based environments.

Resolved hardware and software issues on Windows-based systems

Maintained lab configurations and supported networked devices

Documented technical procedures and contributed to knowledge base

Collaborated with team members to ensure continuity of service

Gained practical experience in stakeholder support and cross-departmental coordination

Position ended due to college-wide budget constraints

Dell Technologies

System Analyst and Team Lead – Infrastructure & Operations

October 1997 - June 2016 (18 years 9 months)

Louisville, Kentucky, United States

Led mainframe operations and infrastructure services for Jewish Hospital and KentuckyOne Healthcare, through organizational transitions from Perot Systems to Dell Technologies to Wipro. Promoted to Team Lead and oversaw 24/7 support across three shifts, managing 12 staff (11 U.S.-based, 1 in India), with full responsibility for documentation, scheduling, disaster recovery, backups, service levels, and stakeholder communications.

Directed all mainframe support operations, including IPL processes, regional system dependencies, and hospital data integration across KY, IN, and OH

Managed full-cycle backup strategy across 14,000 tapes with daily, weekly, quarterly, and yearly retention — full, incremental, and differential

Led annual disaster recovery tests at an off-site recovery center in New Jersey with operations technicians and hospital partners

Generated department profit by offering and billing for high-value services not covered under Dell's standard SLA

Authored thousands of step-by-step guides, SOPs, and technical procedures for SharePoint and physical archives

Maintained 100% SLA compliance with PeopleSoft ticket monitoring and escalation follow-through

Coordinated with Dell support in Plano, TX and global teams in India to resolve incidents and sustain critical hospital systems

Executed monthly system updates and time-sensitive IPLs across multiple time zones, avoiding patient care disruption

Managed team schedules, shift handoffs, and escalation chains for round-the-clock coverage

Education

Olympic College

Bachelor of Applied Science - BASIS, Information Services · (June 2023 - July 2026)

University of Louisville

Arts and Sciences · (January 1992 - June 1994)