

# KEMEISHA V. JONES

5812 Sellger Drive, #403, Norfolk, Virginia 23502

(757) 359-7912 • techandbeauty22@gmail.com

## **Career IT Professional – Technical Support Specialist (Public Safety)**

Detail-oriented Software Developer with a passion for leveraging cutting-edge technology to contribute to the growth of public safety initiatives around the city. Demonstrated ability to provide support for essential systems and applications, with a meticulous approach to problem-solving. Proficient in implementing and maintaining IT solutions, optimizing performance, and resolving issues to ensure smooth operations in public safety environments. Additionally, skilled in assisting the city with the design, development, and maintenance of the city's website. Eager to apply technical skills and dedication to improve the efficiency and reliability of the technical systems dedicated to improving the city's outreach to its communities.

## **CORE COMPETENCIES / CERTIFICATES / CERTIFICATIONS**

Windows 10 Client / UNIX / Help Desk  
Data Management & Lifecycle Management  
Hardware / Software Inventory Management  
Research, Procurement, Technology Upgrades, Vendor Liaison  
Power Shell, C++, Java, Python, Swift, Kotlin  
End-User Support

## **EDUCATION & CERTIFICATION/CERTIFICATES**

### **TIDEWATER COMMUNITY COLLEGE** – Virginia Beach, Virginia

- ★ Associate of Applied Science in Information Systems Technology, Cyber Security (Conferred, May 2024)
- ★ Career Studies Certificate (Equivalent to AAS) in Cyber Security and Networking Foundations (Conferred, Dec 2021)
- ★ Certificate in Information Technology (Conferred, Dec 2021)
- ★ Associate in Applied Science in Programming & Mobile Application Development (Completed, Dec 2024)

**Honors / Awards:** Deans List (2020, 2021, 2022); Phi Theta Kappa Honor Society

**Activities:** Active Member, TCC Computer Club – Troubleshoot, repair, re-image, sell, and donate PCs and laptops given to the college to students, staff, and certified charities. Gained in-depth experience in the repair of small computers and laptops. *Cyber Forge Hackathon Contestant* - ODU/TCC chapter - Place 14th out of 37 teams

## **EXPERIENCE HISTORY & HIGHLIGHTS**

### **APEX SYSTEMS-CITY OF SUFFOLK, Suffolk, Virginia**

#### ***Software Specialist / Technical Support (11/2022–Present)***

- Assist with the implementation of Microsoft products across local government, updating Windows version on all devices in the city that are local government devices
- Transferring files between computers on a network (FTP over a TCP/IP-based network)
- Mapping drives for users to save data to a server using a letter or folder
- Installing and configuring RMS, MDT/MCT, PCI/RBS, Pro-watch, and various other software as needed per user per department
- Configure new computers, peripherals, and mobile devices; install new software on computers and mobile devices
- Ensures computer equipment and software are running properly; troubleshoots, diagnoses, and repairs problems with PC hardware and software
- Respond to help desk calls and emails in a timely, friendly, and welcoming manner
- Creates and updates support tickets per defined service-level agreements using the Cherwell ticketing system
- I assisted senior network engineers on staff as required, particularly in troubleshooting layer one issues.
- Updating and creating small databases for inventory of hardware in the city

## **THE BIOSHIVE, INC. - Virginia Beach, Virginia**

### ***Full Stack Software Developer (05/2020 - Present)***

- Develop and maintain applications and databases by evaluating client needs; analyzing requirements; and developing software systems
- Maintain detailed technical documentation for client projects to explain and clarify product functionality and unify project-related information for knowledge transfer and maintenance
- Designed an intuitive user interface for mobile applications and web applications
- Built the front end of 5 websites using HTML/CSS templates for various e-commerce clients
- Built the backend of mobile applications using Python and Javascript
- Design intuitive user interfaces for mobile applications and web applications
- Working knowledge of 3rd party web services APIs

## **REMEDY STAFFING - EXPEDITORS - Norfolk, Virginia**

### ***Data Analysis / Ocean Air Import Agent (08/2022 -11/2022)***

- Communicating with international and domestic customers; communicating with domestic and international offices  
Complying with customer requirements and procedures
- Preparing and processing international documentation; complying with U.S. and foreign regulations; Updating shipment information in the computer system Analyzing and verifying documents Problem-solving and Troubleshooting

## **TIDEWATER COMMUNITY COLLEGE, Virginia Beach, Virginia**

### ***HELP DESK TECHNICIAN (08/2021 -08/2022)***

- Provide some networking and desktop support, and account maintenance to faculty, staff, and students
- Built and repaired physically damaged devices, up to 18 laptops and desktops per day to provide maximum device availability per student and staff
- Wiped and rebuilt computer hard drives and upgraded memory for new laptops and desktops to allow applications to store more information in memory
- Set up, install, and configure Microsoft Office, Zoom, and VLC Media Player on personal computers and workstations providing faculty, staff, and students with productivity tools, video conferencing platforms, and multimedia streaming

## **IBEX - Hampton, Virginia**

### ***TECHNICAL SUPPORT SPECIALIST (07/2020 - 08/2021)***

- Provided excellent customer support to 95% of my customers by ensuring that their service and devices were operational before closing out their support ticket
- Recognized as "Employee of the Month" twice, based on 90/110 surveys with great remarks
- Effectively communicated with customers while documenting conversations, exchanges, or sessions in multiple ticketing systems
- Demonstrated excellent interpersonal skills with a diverse customer base
- Successfully translated complex technical information and instructions into easy-to-understand language to ensure seamless troubleshooting with customers
- Demonstrated problem-solving, conflict resolution, negotiation, and de-escalation skills while responding to 36 calls on average per 8-hour shift
- Maintained 100% reliable attendance during the assigned daily schedule

# **References**

Kemeisha V Jones  
757.359.7912  
[techandbeauty22@gmail.com](mailto:techandbeauty22@gmail.com)

William T. Kissinger, Sr  
Battalion Chief  
Suffolk Fire and Rescue  
757.514.4550  
757.544.53.12

Elizabeth May  
Senior Police Officer  
757.633.3421  
757.408.0744

Shelly Koziana  
Master Police Officer/Detective  
Suffolk Police, Headquarters  
757.663.9413

Nathaniel Goodwin  
Lieutenant  
Suffolk Sheriffs Office  
757.615.9041

John W King, III  
Sergeant Civil Process  
Suffolk Sheriffs Office  
757.286.5823

Wanda Kay White  
Executive Administrative Assistant  
Suffolk City Manager Office

# **References**

Kemeisha V Jones  
757.359.7912  
[techandbeauty22@gmail.com](mailto:techandbeauty22@gmail.com)

Almetia Fields Hardman  
Chief Deputy  
Sussex Commonwealth Attorneys Office  
757.510.3946

Pam King  
Chief Investigator  
Commonwealth Attorneys Office  
757.650.6257  
757.514.4392

Shonda Croker  
Chief Administrator Manager  
Suffolk Commonwealth Attorneys Office

May 8, 2024

To: Kemeisha V Jones

Reference: Position of System Administrator for Public Safety

To whom it may concern,

I am writing this letter of recommendation for Kemeisha V. Jones to support her application for the position of System Administrator for Public Safety. I have only had the opportunity to know Ms. Jones through employment with the City of Suffolk but it is safe to say this is where first impressions shine.

I have always known Ms. Jones to be responsive, efficient and competent to meet the needs of our division. I am of the opinion that Ms. Jones has great communication skills, hands-on experience, and a wealth of IT knowledge. As important, is her desire and enthusiasm to get our systems up and running. Ms. Jones demonstrates a level of respect for the fact that without our computer devices, daily responsibilities are hard to manage and task completed. Ms. Jones is spot on when it comes to following up with IT concerns and if she does not know the answer she has reached out to her resources to complete the task. I am of the opinion; these characteristics make her an excellent candidate for the position of System Administrator for Public Safety and as a member of your team.

I would like to express my appreciation for Ms. Jones attention to detail and commitment to excellence as her knowledge and skills, are clearly reflected, in the service that she provides. Ms. Jones contributions to our office have been invaluable and we are grateful for her dedication and hard work.

If you have any further questions, please feel free to contact me by phone at 757.514.4392

Kind Regards,

P.C King

Chief Investigator  
Commonwealth Attorney's Office  
150 North Main Street  
Suffolk, VA 23434  
757-514-4392 office  
757-514-4400 fax



---

February 29, 2024

To Whom It May Concern,

My name is Katie Gardner and I am the Director of Victim/Witness at the Suffolk Commonwealth's Attorney's Office. It is with enthusiasm that I offer my recommendation of Meisha Jones for the Public Safety Information Technology position.

In my capacity at the Commonwealth's Attorney's Office, I have worked closely with Ms. Jones on several occasions. Most recently when we had a technology overhaul in our program, updating several pieces of technology and numerous computer programs. Ms. Jones was a crucial component of the timely and successful installation and initiation of these new devices.

Ms. Jones is reliable and incredibly knowledgeable. She treats everyone with high levels of professionalism, yet also with the utmost kindness.

I believe that she is strongly suited for this role and would make a great addition to this team.

Please do not hesitate to contact me at (757) 514-4381 if you need any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Gardner', with a long horizontal flourish extending to the right.

Katie Gardner  
Victim/Witness Director  
Suffolk Commonwealth's Attorney's Office



MICHAEL J. BARAKEY  
FIRE CHIEF

## CITY OF SUFFOLK

DEPARTMENT OF FIRE & RESCUE  
300 KINGS FORK ROAD, SUFFOLK, VIRGINIA 23434

ADMINISTRATION (757) 514-4550  
EMERGENCY MANAGEMENT (757) 514-4536  
FIRE PREVENTION (757) 514-4540  
FAX (757) 514-4598

October 24, 2023

Dr. Charles Kiriakou  
Director of Information Technology, City of Suffolk  
442 W. Washington St.  
Suffolk, VA 23434

RE: Ms. Meisha Jones

Dear Dr. Kiriakou,

It is my pleasure to write a letter in support of Ms. Meisha Jones as she peruses full-time employment with the City of Suffolk's Department of Information Technology. I have had the pleasure of knowing Ms. Jones for the past year. I find Meisha to be very personable, a hard worker and very understanding of the IT needs of Fire & Rescue. There is never a need or issue with our technology, to include hardware, software or network support that Meisha has not been able to solve. She provides the highest level of customer support, interaction and satisfaction.

I would also like to note that I also desire Meisha to be Information Technology's direct liaison with Fire & Rescue. Ms. Jones has worked side-by-side with Chief William Kessinger with respect to our technology needs, to include the upgrades for the Regional Mobile Communication Center. Meisha is always present and available to ensure Fire & Rescue has the technological support to provide services to the City of Suffolk, the Region, and the Commonwealth of Virginia.

In conclusion, the Suffolk Department of Fire & Rescue fully supports Mr. Meisha Jones' desire to become a full-time employee and also supports Ms. Jones' being the direct IT liaison to Fire & Rescue. I have a saying, "the best ability is availability." Meisha is not only available, she is competent, personable and trust worthy. Please consider my thoughts and support of Ms. Jones when considering her for employment.

Sincerely,

Michael J. Barakey  
Fire Chief

*"Our Family Protecting Yours"*