

Skills

- Bilingual in Spanish and English, with fluent verbal and written communication skills.
 - Proficient in Help Desk ticketing systems, including ServiceNow.
- Strong team collaboration and community engagement abilities.
 - Highly detailed-oriented with a strong focus on meeting deadlines.

Education & Certification	Completion Date
BACHELOR OF COMPUTER SCIENCE University of North Carolina at Charlotte Major: Cyber Security	May 2020
DATA ANALYTICS CERTIFICATION Central Piedmont Community College	August 2022
COMPTIA NETWORK + Course Completed – First Exam Attempt: 600/900 Continuing Preparation for Reattempt	In Progress
SPLUNK CORE CERTIFIED USER	August 2025

Work Experience	Start Date – End Date
TECHNICAL SUPPORT II – SPCC – Monroe, NC <ul style="list-style-type: none">Provide technical support across campuses and external partners, including the Anson County Jail.Assist with network port diagnostics, VLAN assignments, and end-user device troubleshooting.Lead technical support for testing centers, contribute to hardware updates, maintain documentation, and provide first-line support for testing-related issues at OCH and LLP.Tracked end-user support tickets and maintained device inventory in ServiceNow to ensure efficient issue resolution and asset management.	October 2023 - Present
FIELD & MARKETING LEAD – August Grounds Management LLC – Charlotte, NC <ul style="list-style-type: none">Manage the company’s website, advertising efforts, and customer communication workflows to support lead generation and client engagement.Oversee scheduling and routing of service teams to ensure efficient daily operations and timely service delivery.Track business expenses and support budget forecasting and reporting.	February 2025 - Present
TECHNICAL SUPPORT I – Extended Stay America – Charlotte, NC <ul style="list-style-type: none">Managed onboarding/offboarding processes: AD accounts, license assignments, additional resources granted to the employee.Coordinated IT asset deployments and tracked lifecycle status for laptops, printers, and iPads.Supported executive-level staff and resolved 10–15 daily support tickets for over 100 locations.	March 2023 – October 2023

Volunteer Experience	Start Date – End Date
DATA ANALYST– American Red Cross (Volunteer Role) <ul style="list-style-type: none">Designed reporting tools to improve donor outreach and track high-value donation drives.Built and maintained Excel-based dashboards to support regional and national compliance goals.Assisted with KPI development for account managers to support strategic planning.	February 2024 – February 2025