

Chyna Grant-Williams



ChynaGrantWilms@gmail.com



Brooklyn, NY

EDUCATION

UNIVERSITY AT ALBANY; Albany, NY

College of Emergency Preparedness & Homeland Security & Cybersecurity (CEHC)
B.S. Informatics GPA: 3.1 Conc: Interactive User Experience (IUX) Minor: Sociology

SKILLS

Python · HTML · JavaScript · CSS · MySQL · PostgreSQL · UX Research · AdobeXD · Invision · Figma · JIRA ·
Confluence · MS Office · Excel · STRATA · GIT

PROFESSIONAL EXPERIENCE

TECH OPS ENGINEER

DATA VERIFIER

Ocrulus; New York, NY

2022

- Integrated MacOS, Windows & MDM to secure access on over 200 devices with 99% accuracy, resulting in a 40% reduction in security incidents.
- Collaborated with industry-leading vendors to strategize & execute innovative A/V solutions that optimized processes & services across 10 endpoints.
- Developed policies and SOPs for our North American offices through a comprehensive analysis of security systems and user permissions, ensuring 99% regulatory compliance.

FRONT DESK ADMINISTRATOR

PATIENT CARE COORDINATOR

Dentistry at The Heights; Brooklyn, NY

2021

- Analyzed patient information to assess monthly invoice accuracy, increasing monthly revenue collection by 10%.
- Efficiently handled 2000+ online/phone inquiries from patients daily, reducing response time from 12 hrs to 3 hrs.
- Implemented process control procedures to maintain a filing system for medical records and insurance documents, resulting in reduced paperwork time by 20%.

USER EXPERIENCE TEAM INTERN

Queeery; San Francisco, CA (Remote)

2020

- Formulated multiple UX designs compliant with React framework, contributing to the platform's successful upgrade.
- Received feedback from stakeholders by optimizing the user experience for 4 interactive products, resulting in a 30% increase in user engagement.

University at Albany Makerspace and DroneLab; Albany, NY (Hybrid)

2020

- Managed Makerspace & DroneLab robotics kits and drone repairs with a 95% successful rate.
- Guided over 150 students in completing research projects & troubleshooting exercises, resulting in a 30% improvement in critical thinking skills.
- Conducted 2 months of remote research sessions and data analysis duties during the Covid-19 pandemic; achieved a 90% satisfaction rate from University personnel.

RESEARCH ASSISTANT

University of Albany CEHC Capstone "Listening, Here" Cristyn Magnus, Ph.D.

2019

- Analyzed GIT commit logs and development behaviors to identify long-term trends driving API usage and improvement with 90% accuracy.
- Conducted reconstruction processes of historical version control data from GIT repositories, performing triangulation assessment for data validation with an 80% success rate.

DATA ANALYST INTERN

WEB DEVELOPER INTERN

2019

University at Albany Student Affairs: Assessment & Planning; Albany, NY

- Created 25+ assessment templates to provide structured data collection, analysis, and interpretation processes.
- Generated 4 full reports, 4 at-a-glance summaries, and 25+ visualizations utilizing collected data points.
- Developed & maintained the website with an updated design to improve user experience and navigation, resulting in a 10% increase in site visits.