850.459.4283   **Chyna Grant-Williams**   **chynagrantwllms@gmail.com**

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

Professional Experience:

· **Ocrolus - NEW YORK, NY(HYBRID)**

Feb 2022 - Apr 2022: **Data Verifer**

Apr 2022 - Oct 2022: **TechOps Engineer**
- 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.

· **Dentistry at the Heights - BROOKLYN, NY**

Jan 2021- Feb 2022: **Front Desk Administrator/ Patient Care Coordinator**
- 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 hours to 3 hours.
- Implemented process control procedures to maintain a filing system for medical records and insurance documents, resulting in reduced paperwork time by 20%.

· **(P)LOT - BROOKLYN, NY**

Oct 2021 - Oct 2022: **Event Space Manager**
- Managed logistical operations for 30+ public events, increasing attendee satisfaction by 40% and cultural traction by 15%.
- Coordinated collaborations with 25+ local artists & small businesses, facilitating revenue in the local Economy.
- Created a dynamic event calendar featuring performances & community initiatives across multiple venues, seeing a 75% RSVP rate.

· **Queeery - REMOTE**

Jul 2020 - Mar 2021: **User Experience Team Intern**
- Formulated multiple UX designs compliant with React framework, contributing to a successful upgrade of Queeery's platform.
- 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)**

Jan 2020 - May 2020: **Intern**
- 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.

· **University of Albany CEHC Capstone "Listening, Here" Cristyn Magnus, Ph.D. - ALBANY, NY(HYBRID)**

Feb 2020 - May 2020: **Research Assistant**
- 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.

· **University at Albany Student Affairs: Assessment & Planning - ALBANY, NY**

Aug 2019 - May 2020: **Web developer Intern / Data Analyst Intern**
- 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.

Education:

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