

**Education:** University at Albany; Albany, NY

College of Emergency Preparedness & Homeland Security & Cybersecurity (CEHC) GPA: 3.1

**B.S. Informatics (Awarded Spr 2020) Conc: Interactive User Experience (IUX) Minor: Sociology**

**Objective:** Maintain an organization's assessment and planning by building and updating accessible and navigable dashboards.

**Professional Experience:**

• **Ocrolus**

Feb-Oct 2022: **Data Verifier and TechOps Engineer**

- Manage and deploy IT systems, including but not limited to MacOS, Windows, MDM, JAMF, Google Workspace, inventory management, Zoom video conferencing, and A/V solutions
- Partner cross-functionally to implement technical solutions for complex business problems
- Managed IT projects and implement technical initiatives across the organization with the support of TechOps and Security management.
- Maintained IT policies, SOPs, and support work for audit preparation
- Maintained relationships and partnered with vendors to escalate issues, resolve problems, and track work to completion
- Handled and resolved daily ticketing ingestion system

• **Dentistry at the Heights**

Jan 2021- Feb 2022: **Front Desk Administrator/ Patient Care Coordinator**

- Implement and maintain office procedures
- Manage dental insurance submissions and proper payment process
- Manage online, phone, and in-person inquiries
- Assist patients, check them in, check them out, and verify patient information
- Respond to patient's issues and complaints in a friendly, timely manner

• **Queeery**

Jul 2020-Mar 2021: **Back-End Development and User Experience Team Intern**

• **University at Albany Makerspace and DroneLab**

Jan - May 2020: **Intern**

- Maintained and monitored the use of 3D printers, laser cutters, equipment, tools, and supplies
- Facilitated Makerspace & DroneLab robotics kits and drone repair
- Supported students and University personnel with implementing and troubleshooting projects
- Prepared lab space and equipment for scheduled activities/exercises and presentations
- Acquired remote research and data analysis duties during the Covid-19 pandemic

• **University of Albany CEHC Capstone Research Assistant**

Feb- May 2020: "Listening, Here" Cristyn Magnus, Ph.D.

- API Researcher using GIT

• **University at Albany Student Affairs: Assessment & Planning**

Aug-Dec 2019

- Maintained the Assessment and Planning Department website
- Created assessment templates for full reports, at-a-glance reports, and individual visualizations
- Finalized assessment reports based on data collected and analyzed
- Collaborated with and promoted the Communications and Marketing team thru data points

• **Girls Who Code @ AppNexus; New York, NY**

Summer 2015

Seven-week/280-hour immersion program creating codes for the world's leading independent ad tech platform, culminating in a final project at the end of the program, presented to corporate partners.

**Coding Languages:** • Python; HTML; JavaScript; CSS; C++

**LinkedIn Link:** <https://www.linkedin.com/in/chyna-grant-williams-a44734129/>

**Website:** [www.CeeGeeDub.Com](http://www.CeeGeeDub.Com)

**References:** Furnished Upon Request