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| **Production Assistant / Security Officer**  *Woodland Park Zoo, Seattle, WA May 2018 – February 2020 (Seasonal)*   * Troubleshot lighting and A/V equipment for WildLights events * Provided professional customer service to zoo visitors and vendors * Oversaw access/crowd control for concerts and other major events * Provided medical care/first aid to guests and employees   **Fire Engineer / EMT**  *James Island Fire Department, Charleston, SC April 2014 – March 2018*   * Responded to fires, medical calls, and other emergencies * Operated fire engines, aerial devices, and ambulances as needed * Taught risk reduction programs for area schools and businesses * Created training guidelines for new/acting engineers   **Communications Coordinator**  *Lowcountry Local First, Charleston, SC May 2012 – March 2014*   * Created website content and managed organization webpage * Troubleshot intranet/SOHO routing issues as needed * Designed graphics for various forms of media * Managed donor thank you letters and membership database   **Government Affairs Coordinator**  *Americans for the Arts, Washington, DC April 2010 – April 2012*   * Lobbied state and federal governments for arts education funding * Created e-newsletters, advocacy briefings and blog posts * Managed department website and database content * Utilized various CRMs for membership tracking   **Development Assistant**  *Alzheimer’s Association, Charleston, WV September 2008 – April 2010*   * Curated donor database * Managed organization website * Troubleshot PCs and other office equipment * Assisted in planning of fundraising and advocacy events | **EDUCATION** Marshall University  *summa cum laude*  B.A., Political Science  B.A., Spanish  **CERTIFICATIONS**  CompTIA A+  National Registry EMT  American Heart Association  CPR / First Aid  National Fire Protection  Association (NFPA)  Fire Officer / Fire Instructor  NFPA Firefighter I & II  **IT KNOWLEDGE AREAS**  Windows/Mac/Linux OS  Windows Server  TCP/IP & OSI Models  Active Directory  Hyper-V  PowerShell  Remote Desktop / SSH  Hardware Builds/Repair |

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