**OBJECTIVE**

Seeking a position as a Desktop Analyst where I have the opportunity to expand my skills and employ my expertise by being an integral team player and valuable asset.

**SUMMARY OF QUALIFICATIONS**

I have information technology (IT) education combined with a background in psychology and experience as a Branch and Program Director at the Boys & Girls Club – giving me a strong foundation of technical and people-skills. This skillset uniquely qualifies me to tackle complex technological problems – while assisting the culture shift towards digital transformation. I am a reliable, responsible, trustworthy, self-starter with a passion of taking my job seriously. I am seeking a position that will utilize my talents and experience, while also providing me an opportunity to significantly contribute to your company’s efficiency, growth, and profitability.

**LICENSES & CERTIFICATIONS**

COMPTIA SECURITY+ Expires 12/2023

SERVESAFE Expires: 5/2021

CPR/FIRST AID/AED Expires: 2/2023

**KNOWLEDGE, SKILLS, & ABILITIES**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Network Security Concepts |  |  |  | Threats & Vulnerabilities | Access Control Management | Identity Management |  |
| Cryptography Solving |  |  |  | Windows 7, 8, 10 & iOS Systems | Printer & Remote IT Support | IT Troubleshooting |  |
| Microsoft Office Support |  |  |  | Data Processing Skills | Desktop & Laptop Hardware Knowledge | Android and iPhone Support |  |
| Task-Oriented & Results-Driven |  |  |  | Customer Service & People Skills | Accuracy & Attention to Detail | Great Problem-Solving Skills |

**PROFESSIONAL EXPERIENCE**

BRANCH DIRECTOR/PROGRAM DIRECTOR 2013-Present

Boys & Girls Club, Greater Washington

* Assists Facilities and IT teams with various on-site hardware, software, operating systems, and input/output device issues
* Builds and oversees overall program cost, schedule, and budget
* Recruits, hires, retains, and manages a staff of up to 20 personnel
* Supervises 6 Athletic Directors in Washington D.C. and Maryland Region
* Seeks, secures, and creates funding opportunities – building partnerships with potential sponsors
* Streamlines Rental Agreements
* Develops and maintains program plans and schedules for staff
* Athletic specifics: produces sports schedule, oversight of sports events such as soccer, basketball, dodgeball, and flag football

**EDUCATION**

BACHELOR OF ARTS – PSYCHOLOGY December 2015

George Mason University, Fairfax, VA

ASSOCIATES – PSYCHOLOGY December 2013

Northern Virginia Community College, Fairfax, VA

**REFERENCES**

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