**Ayanna Releford**

[**Ayanna.releford@gmail.com**](mailto:Ayanna.releford@gmail.com) **213-924-6220 Los Angeles/San Diego**

**EDUCATION**

B.S. Information Systems

*University of Nevada, Reno May 2020*

B.A. Spanish Literature

*University of Nevada, Reno May 2020*

*Universidad Nacional de Costa Rica*

**PROFESSIONAL EXPERIENCE**

*INTERNATIONAL GAME TECHNOLOGY*

August 2018 – May 2020

**Global Help Desk Intern**

Assisted clients with connectivity issues, troubleshooting software installations. Responded to requests for technical assistance via phone, in-person visits, e-mail, or ticketing system. Analyzed and resolved or escalated issues within IT service delivery. Advised users on optimal use of technical resources. Followed standard help desk practices and logged all service interactions and resolutions. Resolved problems and communicated with customers in a professional manner, promoting a positive department image. Assisted in deployment of new hardware/software & applied predefined permissions to directories as instructed. Tracked IT assets utilizing defined systems. Supported products such as: SalesForce, SAP, Microsoft Office 365, PeopleSoft and more.

**Airport Slot Operations Intern**

I created and developed a mobile application and website for employee scheduling using Android Studio and WordPress. I also created and developed a mobile application and website that entailed traveling details of various office locations for employees using Android Studio, WordPress and Swift. I revised and edited the Policy and Procedures for each employee position, researched growth trends in Reno Gaming and created monthly reports using Excel & Access.

*UNR MEDICAL SCHOOL*

June 2019 – February 2020

**IT Help Desk Student Worker**

Solved technical issues for students and faculty of the UNR Medical School ranging from connectivity issues, resetting passwords or imaging computers. Created and tracked Customer Service Tickets, managed and created reports for tickets using Excel & Access. Visited classrooms and lecture rooms to fix audio visual issues.

*ASSOCIATED STUDENTS OF THE UNIVERSITY OF NEVADA (ASUN)*

September 2017 – May 2020

**Director of Department of Diversity & Inclusion**

As Director, collaborated with Residential Housing Association to plan inclusive events for incoming first year students to ensure the university instilled the idea of Diversity and Inclusion with the incoming classes to create a positive university culture. Successful events I planned and executed included: Celebrating Black Scholars Dinner, Pizza with Police, National Coming Out Day, For the Culture Fest, Northern Nevada Anti-Discriminatory Townhall and many more. Responsible for acting as a proctor for panels, speaking at townhalls and other engagements.

*NEVADA CYBER CLUB*

December 2016 – May 2019

**President**

Hosted Cyber Clinics at the Attorney General’s Office to explain the importance of cybersecurity to government officials, participated in the National Cyber League, oversaw Club analytics and created monthly reports.

**PROVEN CORE COMPETENCIES**

-Relationship Building Expert

-Exceptional Writer – Listener

-Market Identification & Penetration

-Critical Thinking & Problem Resolution

-Program Development & Implementation

-Customer Service Focused

-Strategic & Tactical Resolution

-Thrives in Collaborative Environments

**RECOGNITION/AWARDS/MEMBERSHIP**

Recipient of Nevada Seal of Biliteracy: Spanish, Nevada Cyber Club, President, A.B.L.E. Women, Foreign Exchange Advocate, University Study Abroad Consortium Alum, ASUN

**ADDITIONAL SKILLS**

Bilingual (Spanish/English), Microsoft Office 365, Advanced Excel & Access Skills, Basic HTML CSS, SQL, Ubuntu, VMWare, ActiveDirectory, PREZI, Wordpress, Wix, Android Studio, AutoDesk, SolidWorks, AutoCAD CTE Certified, Revit

**REFERENCES**

-Josh Johnson, Director of IGT RNO Airport Operations [josh.johnson@igt.com](mailto:josh.johnson@igt.com)

-Rona Estes, Director of IGT Global HelpDesk [ronna.estes@igt.com](mailto:ronna.estes@igt.com)

-Calvin Stuart, IGT ServiceDesk Supervisor II [calvin.stuart@igt.com](mailto:calvin.stuart@igt.com)

-Adam Reed, Chair of UNR Information Systems [areed@unr.edu](mailto:areed@unr.edu)