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| Psalmiste Geffrard  IT Manager | [Psalmistegeffrard@gmail.com](mailto:Psalmistegeffrard@gmail.com) • (725) 233-0858  • Las Vegas, NV |

summary

Resourceful and dynamic IT Manager, accomplished at utilizing strong technical and organizational insights to design and implement effective corporate, computing solutions. Expertise in supporting business operations, transformation processes, and enhancing quality, output, and efficiency. Comprehensive knowledge of employing astute problem-solving techniques to resolve conflict, enhance, and control operational effectiveness. Influential leader and mentor, skilled at utilizing refined training and coaching methods to enhance employee productivity and effectiveness. Skilled in administration of social media platforms, MySQL, EC2, AWS, Azure, JavaScript, Microsoft Office, and Mac/PC programming/configuring. Fluent in English, French, and Creole, with basic proficiency in Spanish.

**Areas of Expertise**

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| * Project Management * System & Network Management * Service Strategy & Design | * System Configuration & Setup * Business Analysis * Operations Management | * Active Directory & Correspondence * Data Visualization & Graphic Design * Team Leadership & Coaching |

**Professional Experience**

**Love & Help Foundation, Las Vegas, NV 2012 – Present**

**IT Manager**

Lead large IT projects, including design and deployment of new IT systems/services. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving IT infrastructure. Assist in defining IT infrastructure strategy, architecture, and processes. Analyze business requirements by partnering with key stakeholders across organization to develop solutions for IT needs. Assess vendors and develop test strategies for new hardware and software. Troubleshoot hardware and software issues related to internal IT.

* Executed numerous complex initiatives on time and within budget.
* Successfully completed a project that led the company to a military trusted.
* Coordinating, planning, and leading computer-related activities in the organization.
* HR Services.

**World Government’s Service, Las Vegas, NV 2019 – Present**

**Network Technician & Military Contractor**

Design and install well-functioning computer networks, connections, and cabling. Conduct troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network. Inspect LAN infrastructure and fix minor or major problems/bugs. Examine/configure software and maintain/repair hardware and peripheral devices. Evaluate network performance and determine ways of improvement. Execute regular data backups to protect organization’s information. Provide technical direction to co-workers on computer and network usage and offer comprehensive advice and instructions.

* Ensured complete business operation during pandemic by mitigating risk, resolving issues, and meeting IT-related needs within company.
* Fill advisory roles, perform intelligence gathering, implement logistics and maintenance, conduct technical services, plan security, and provide escort services.

**NFL, Las Vegas, NV 2019 – Present**

**Sound Director & Consultant**

Supervise workflow of audio team from artistic and technical perspectives by providing individual feedback and organizing group audio reviews to ensure team’s work meets quality standard and remains in line with audio vision. Design and implement audio element integration processes. Install and configure appropriate AV technologies. Listen to client needs and communicate audio visual solutions in response. Prepare proposals and quotations for provided consultations. Oversee project management, including creating plans about scope, schedule, and deliverables for each client.

* Led and coached five top executives within entertainment industry.

**BZE Entertainment, Worldwide, Las Vegas, NV 2014 – Present**

**Founder | Director | General Manager**

Oversee daily business operations. Develop and implement growth strategies. Create and manage budgets. Evaluate employee performance and productivity. Analyze accounting and financial data. Research and identify growth opportunities to increase revenue. Generate reports and deliver presentations/performance metrics to senior managerial staff.

* Ensured business operational effectiveness and revenue increase by strategically planning and leveraging core understanding of business development.
* Talent Acquisition & Talent Management

**Additional Experience**

**CEO & President**, Psalmiste Luxury Prof. Corp., Las Vegas, NV

**Professional DJ,** Carnival Cruise, Worldwide

**GRA**, Aria Hotel & Casino, Las Vegas, NV

**Full Backroom Logistics,** Target Inc, Las Vegas, NV

**Education**

**Master of Science in IT**

University of Phoenix, Las Vegas, NV, 2021 - Present

**Bachelor of Science in IT & Advanced Networking, 3.37 GPA**

University of Phoenix, Las Vegas, NV, 2018 - 2021

**Professional Training & Certifications**

**NTC/302**, Cloud Computing Economics, University of Phoenix, 2021

**CMGT/431**, Communications & Network Security, 2019

**Advanced Network Certificate,** University of Phoenix, 2021

**Affiliations**

**WGS ORG**, Member, 2019 – Present

**National Society of Collegiate Scholars**, Member, 2018 – Present

**L & H Foundation**, Member, 2015 - Present