Isana Pearson
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PROFESSIONAL SUMMARY

IT Professional with years of proven experience in operations support. Familiar with a broad range of programming languages and interactive user interfaces. Possess extensive knowledge of the entire web development process, command line, and shell scripting. Extensive experience in community relations, managing events, and superior customer service roles demanding strong organizational and interpersonal skills.

- Troubleshooting
- Project Management
- API Development

- Data Analysis
- Web and App Development
- UI/UX Fundamentals

- Generative AI
- HTTP/HTTPS Protocols
- Microsoft Operating Systems

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python, SQL, Java, Ruby, C#, PHP
Cloud Computing: Amazon Web Services, GitHub Copilot ChatGPT
Software: React, MySQL, Node, Express, MongoDB, MERN
Operating Systems: Linux, Windows 10, Mac OSX, Ubuntu, Android/iOS, Windows Server 2008 & 2012
Hardware: iMac, MacBook pro, MacBook air, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops, Windows Desktops, Windows servers, desktop printers, laser jet and inkjet printers, 3D printing

PROFESSIONAL EXPERIENCE

Department of Human Services, Union County Division of Youth Services, Elizabeth, NJ
Juvenile Electronic Monitoring Officer/Station House Adjustment Case Manager, 2021-Current
- Led regulatory compliance efforts for a team of 25+ personnel, ensuring full adherence to industry standards. Oversaw Cybersecurity Awareness and Information Protection training, implementing a tracking system to monitor progress and drive training optimization for maximum effectiveness.
- Directed weekly briefings via Teams meetings to notify five geographically separated leaders of members' status and progress, improving communication and greater collaboration across the organization.

Juvenile Family Crisis Counselor, 2021-2023
- Increased compliance with security regulations and better protection of sensitive information by directing training sessions for 15 team members on PII security and MFA protocols.

Princess Foundation Non-Profit Organization, Roselle, NJ April 2011-Current
Director of External Affairs-Volunteer
- Mitigated attack surfaces and ensured optimal security measures used by executing daily Technical Order/OS software review/updates and computer security configurations for 75 laptops worth $11,000.
- Ascertained accurate tracking and reporting by handling the inventory of 7K items valued at $1.3M+ using TCMax asset management software, troubleshooting issues, and implementing process improvements.
- Assisted as the leader of a 25-person team tasked with building a culturally appropriate refugee camp for displaced Afghan citizens in a short period.

Professional Experience American Job Center, Elizabeth, NJ July 2018-2021
Career Counselor- Human Services
- Improved efficiency and implemented repeatable solutions for unique requirements by creating shift summary reports for supervisors and coordinating safe maintenance/inspection activities.
- Created an incentive program to support and reward top performers by identifying a shortfall in the organization's recognition program.

TECHNICAL TRAINING

NPower | Remote   **3/2024 – 8/2024**
Full Stack Developer Trainee
- Completed an intensive 18-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
- Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
- Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data.
- Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

CERTIFICATIONS AND EDUCATION

Path2TECH | NPower | In Pursuit
Bachelor of Science Criminal Justice | New Jersey City University | 2017

Certifications Obtained
Git & GitHub Coursera Google Certificate |LGBTQ Cultural Competency|
Cybersecurity Awareness
Security