

# JOSEPHINE NARVAIS

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## PROFESSIONAL SUMMARY

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**Seasoned Professional** that has consistently demonstrated strong problem-solving skills to prioritize and manage numerous ongoing tasks. Customer service professional committed to balancing company goals while helping customers finding satisfactory solutions. Provided project manager administrative support saving 4+ hours each day and maintained action item updates for the client. Communicated effectively to team members for project transparency saving time and money of the client.

\*Clearance Eligibility Level: Secret, Clearance Eligibility Date Granted: 01/15/2021

## PROFESSIONAL EXPERIENCE

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### United States Air Force Reserve

Fort Worth, Texas

*Administration Technician*

12/2020 – Present

- Performs day-to-day administrative tasks using computer systems entering information in electronic form utilizing the Air force Reserve Order Writing System (AROWS), and Unit Training Assembly System (UTAPS).
- Coordinates, performs, and manages a variety of tasks and activities in direct support of the 457<sup>th</sup> FS.
- Duties and responsibilities include office management, human resources, executive support, and official mail.
- Personnel specialist create, maintain, and audit personnel records and corresponding information for airmen.

### Self-employed/Simply Elegant

Fort Walton Beach, FL

*Interior Designer/Muralist*

7/2018-1/2019

- Leading member of crew responsible for making sure project objects are met at the end of each working day.
- Working independently to achieve a completed job in a timely manner while managing flexible working hours to ensure the demands of the customer is met.
- Researching and maintaining up-to-date information related to interior design trends and décor styles to be applied to current projects.
- Discussing with clients to identify their needs, style, preferences, and budgetary constraints to ensure their satisfactions are met.

### Home Depot

Fort Walton Beach, FL

*Cashier*

12/2017 – 4/2018

- Greeted and engaged with customers at the checkout counter while ensuring cash handling policies and procedures are exercised.
- Cleaned, stocked, and organized the front-end checkout counter to include displays.
- Worked effectively with the cashier team by listening, sharing knowledge, and resolving customer disputes.
- Demonstrated the use of Home Depot's application for mobile devices for customers to use effectively and support their shopping needs.
- Prioritized level of urgency to supervisors based on customer's distinct requests while applying high levels of professionalism and a positive level of service during all situations.

### Johnson Technology Systems Inc.

Reston, VA

*Business Analyst/ Junior Developer*

1/2016 – 11/2016

- Successfully installed applications for Business Objects upgrade in accordance with SAP standards.
- Distributed action items for USDA SAP NS2 Cloud Migration while providing leadership and project oversight.
- Created IT-related workflow diagrams utilized in MS Visio deliverable documents and user manuals.
- Maintained and distributed the "Risk and Issues" documentation for weekly Toyakoi/USDA leadership meetings as well as prepared, tracked, and sustained the Upgrade/Migration team schedules and personnel information.
- Participated in the FMFI USDA Cloud Migration meetings while providing technology support for management.

**United States Air Force (Active Duty)****Lakenheath, England***Intelligence Analyst**03/2004 – 03/2008*

- Produced more than 250 Intelligence bulletins of varying purposes for the Wing Commander.
- Maintained the critical production of United Kingdom low fly charts for aircrafts.
- Created a new map storage facility to include topographic support for the difference missions.
- Produced special intelligence products as directed by the commanding general.

**EDUCATION**

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**Air University, Community College of the Air Force****Maxwell AFB, AL***Intelligence Studies and Technology (Associates)**2022 (In-Progress)***University of North Texas****Denton, TX***Bachelors of Arts in Sociology**2015***Texas Christian University****Fort Worth, TX***Bachelors of Sociology, Core Curriculum**2013***Tarrant County College****Fort Worth, TX***Associates of Arts**2010***CERTIFICATIONS & QUALIFICATIONS**

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**SAP (Systems, Applications, and Products) Certified Application Associate****11/2015***Modeling and Data Management with SAP BW 7.4, Certified ID 0015224697***SAP Certified Applications Specialist****11/2015***BW on SAP HANA, Certified ID 0015224697***SAP Lumira****11/2015****ITIL (Information Technology Infrastructure Library)****2015***Foundation, Certified ID 02348426-01-I9V1*