

KHADEJAH LOVELACE

Email: Khadejahlove21@hotmail.com LinkedIn: [linkedin.com/in/k-lovelace-45608b12b](https://www.linkedin.com/in/k-lovelace-45608b12b)

Glen Burnie, MD 21061 Cell: (443)-962-2036

Certifications

- Microsoft Office Specialist,
- Cable Installation
- Med Tech
- CPR, First Aid
- (Coming Soon)- Security+, Network+ and A+

Course Work

- A+ Certification Course,
- Network+ Certification Course
- Security+ Certification course
- E.P.I.C.,
- Microsoft Office Core Essentials
- Soft Skills
- Administrative Assistant
- Cable Installation

Summary

Recent completer of the Cyber Security program that included certification courses: CompTIA A+, Network+, Security+ and exam prep for each. I soon will be having possession of the Certifications for each by Mid-Year 2018. I was always tech savvy and a problem solver since a young age. My combined experience, knowledge and determination gives me confidence to know, that I will undoubtedly be a resourceful asset for an innovative Tech Company willing to let me grow.

Technical Projects

- Collaborated with others to create bridge connections with multiple PCs to have Internet access. It involved creating a LAN between several clients with Windows XP and 7 Oss.
- My Team and I assisted on setting up workstations for a remote trailer training center. Also, had to test connection and made sure wiring was neat and presentable.
- At the Job Corps Dorm building, my team and I ran RJ45 cable from the offices to the Telecommunication box. Also, connected a VoIP telephone system in the building.

Skills/Abilities/Knowledge

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), OS Windows Adobe Photoshop
- Cloud Programs (Drive, Drop Box)
- VPN, LAN, WAN, PAN, IP, Network topologies, Hubs, Switches and other Hardware
- Importance of educating the User, Security, Back-ups, and Disaster Recovery Plans
- Problem Solving, Trouble Shooting, Decision making, and Prioritizing
- Great Communicator, Collaborator, Organized, Analytical, learn quickly, and attention to quality and accuracy
- Ten + years of Customer Service

Education

- | | | |
|---|---------------------|--------------------|
| • Cyber Security | Oct. 2016-Dec. 2017 | Baltimore City C.C |
| • Pro. Administrative Certification of Excellence | May. 2016-Oct. 2017 | Humanim |
| • Cable Installation | Jan. 2009-Aug. 2009 | Job Corps/A.A.C.C. |

Experience

- | | |
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| <i>Direct Care Counselor</i>
<i>Emerge INC.</i> | <i>Nov.2014-Present</i>
<i>Gambrills, MD</i> |
| <ul style="list-style-type: none">• Document Daily Progress Notes, Medication on the MAR once administered• Demonstrate great Customer service to the population we serve• Maintain a clean, healthy, and organized working environment | |
| <i>Unit Secretary</i>
<i>University of Maryland Medical Center</i> | <i>Jan.2017-Jan.2018</i>
<i>Baltimore, MD</i> |
| <ul style="list-style-type: none">• Navigate the E.P.I.C system and Internal Company Network• Practice HIPPA laws for patient confidentiality• Administrative duties such as print, copy, scan, data entry, document ,inventory, ordering and stocking of supplies; problem solve issues with printer, programs and compute, before having to reach out to Company Tech Support | |