

## **MARKELL RICHARDS**

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• Portfolio: [www.markellrichards.com](http://www.markellrichards.com)

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### **PROFESSIONAL PROFILE**

A transformational leader with eight years of progressive experience in management. Team player dedicated to helping employees improve their skills and techniques. Detail-oriented multi-tasker with excellent communication skills capable of performing in fast-paced environments. Tech-savvy individual with a diverse education in computer science and information technology to include multiple industry certifications.

- **Leader**
- **Active Learner**
- **Diligent**
- **Project Manager**
- **Object-Oriented Programmer**
- **Full-Stack Developer**

### **EDUCATION**

**Master of Science in Computer Science**, Specialization: Cyber Defense

Dakota State University, Madison, TX

Expected August 2022

**Bachelors of Science in Information Technology**, Concentration: Programming

American Military University, Charles Town, WV

October 2018

**Associates of Science in Health Sciences**

American Military University, Charles Town, WV

August 2015

### **EXPERIENCE**

#### **CLINIC SUPERVISOR**

May 2017 – present

United States Air Force

- Manages clinic operations for 4.2K patient encounters generating \$1.6M.
- Leads nine team members in conducting 82K annual fitness for duty evaluations.
- Oversees \$30K information technology assets, directed seamless Windows 10 migration, and achieved 100% accountability of assets annually.
- Process improvement advisor for 150 personnel; lead three initiatives resulting in a saving of \$84K annually and returning 5,240 training hours.
- Governs education program for the clinic, trained incoming staff on clinic policies, procedures, and administrative requirements.

#### **SHIFT LEADER / MENTAL HEALTH TECHNICIAN**

February 2012 – May 2017

United States Air Force

- Led eight-member team, managing 5K shift hours, supporting 1800 patients, generating \$6.5M worth of care.
- Facilitated 200 psycho-education classes on coping strategies and life skills, affecting the quality of living for 1500 patients.
- Supported providers in the development and implementation of comprehensive multi-disciplinary treatment plans.
- Utilized critical thinking skills to intervene with six violent patients, essential to unit record of 10 months with zero physical restraints.

## **HOBBIES AND INTEREST**

I am an avid reader with a passion for continuously challenging myself to learn more. Outside of work, I enjoy spending time with my family, as well as working on various web design and programming projects.

## **CERTIFICATIONS**

CompTIA Network+

CompTIA Security+

CompTIA Project+

CompTIA Linux+

Linux Professional Institute LPIC-1