

MARKELL RICHARDS

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• Portfolio: www.markellrichards.com

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

CYBER STREETS AMBASSADOR (VOLUNTEER)

Taught CompTIA IT Fundamentals

Revamped company website from one static document, to multiple web page using React, Node.js, & Bootstrap. Also incorporated third-party email and payment gateways.

Volunteered weekly teaching children and adult's robotics, circuitry, IT basics, and cybersecurity. I also co-facilitated Cyber Streets first IT certification boot camp and helped prepared 9 adults for CompTIA's IT fundamentals certification

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