

Destiny Carlisle

Resilient under pressure, relentless in progress, and rooted in purpose

EXPERIENCE

City of Alexandria – IT System Administrator

Oct 2023 – Present | Alexandria, VA

- Administered CAD and NG911 systems for a 24/7 emergency operations center, serving 65+ users.
- Led procurement and execution of a \$3.5M Critical Infrastructure Project, boosting system resilience.
- Implemented VDI and optimized server uptime; reduced vendor costs by 3.5%.
- Standardized interdepartmental IT practices across police, fire, and EMS.
- Managed budgets exceeding \$150K and supervised Dell infrastructure deployments.

City of Alexandria – PSCO II / Support Tech

Jan 2019 – Sep 2023

- Maintained and troubleshoot CAD and Motorola radio communications for emergency response.
- Acted as cross-functional team lead on CAD innovation and employee resilience committees.
- Developed workflows that boosted dispatch efficiency by 25%.

City of Alexandria – Property & Evidence Tech Specialist

Mar 2018 – Jan 2019

- Supported Motorola radio and mobile device management across diverse OS environments.
- Handled end-user support and systems troubleshooting for mission-critical tools.

IJS Janitorial – HR Administrator / Project Manager

Jan 2012 – Jan 2015

- Managed 60+ employees across Texas; negotiated city and military cleaning contracts.
- Oversaw OSHA compliance and scaled profitability by 65%.

EDUCATION

Grand Canyon University, Phoenix, AZ — BS

July 2019 - December 2024

Bachelor of Science in Information Technology – Cybersecurity & Business Emphasis | GPA: 3.8 | Magna Cum Laude, Dean's List (5x)

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[LinkedIn](#)

SKILLS

Systems & Infrastructure:

Windows Server (2016–2022),

Active Directory, VDI, SQL

Server, LDAP, VMware

CAD & Public Safety IT: NG911,

Motorola Systems, Emergency

Dispatch Systems, GIS

Integration

Project Leadership: Strategic

Planning, \$3.5M Infrastructure

Modernization, Vendor

Negotiation

Cybersecurity & Networking:

Security+, Pen Testing, CCNA IP,

Risk Analysis, SaaS Security

Development Tools: JAVA, C++,

HTML, SQL, ServiceNow, AWS

(Google Cert)

Soft Skills: Leadership &

Mentorship, Cross-Agency

Collaboration, Public Safety

Policy, State Instructor

CERTIFICATIONS

Security+, CCNA IP, AWS

Cloud, DA/IT (Google Cert), Pen

Testing, ServiceNow, SQL

FEMA ICS/NIMS, VCIN, NCIC,

EMD, EFD, EPD

CMCP, (ENP in progress)

Programming: JAVA, HTML, C++,

SaaS

LANGUAGES – English, Patois,

ASL