

# Tchaiwanda Chambers

## Professional Summary

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Self-motivated and detail-oriented software engineer with a Bachelor's degree in Computer Information Systems and a strong foundation in programming, software development, and problem-solving. Proficient in a range of languages including Python, and JavaScript, with hands-on experience in developing, testing, and maintaining software applications through academic projects and group collaboration. Eager to leverage technical skills and a passion for technology to contribute to innovative solutions and drive projects forward in a dynamic team environment.

## Work History

### Richemont - Service Desk Analyst

Shelton, CT - 10/2023 – 06/2024

- Registered and managed incidents and service request tickets using ServiceNow, ensuring timely resolution and effective communication throughout the ticket lifecycle.
- Implemented PowerShell scripts for system monitoring and maintenance, leading to a 30% decrease in downtime.
- Provided L1/L2 end user support for SAP business applications.
- Managed mobile devices by deploying, securing, monitoring, and enforcing policies and standards across the network.
- Enhanced data security minimized risks of unauthorized access and ensured compliance with regulatory requirements.
- Monitored system performance and conducted regular maintenance on network devices to ensure optimal functionality and security posture.

### Waterbury Hospital Desktop Support Technician

Waterbury, CT - 08/2023 - 10/2023

- Implemented and configured Sentinel One endpoint protection solution on company-owned Windows OS and Mac OS computers to safeguard against malware, spyware, and modern exploits to enhance overall security posture.
- Facilitated network connectivity by conducting on-site visits to off-site locations, ensuring seamless operations and secure data transmission across network infrastructure.
- Delivered technical support and guidance to a diverse user base of end users optimizing productivity and minimizing downtime.
- Orchestrated system configurations, network connectivity setups, and hardware and software installations, guaranteeing operational

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<https://tchaiwanda.github.io/UpdatePortfolio/>

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## Skills

Web Development

Data Analysis/ Data Visualization

Identity and Access Management

Software Development Life Cycle (SDLC)

Version Control

Networking Fundamentals

Python

Critical Thinking / Adaptability

JavaScript

HTML/ CSS

MySQL / NoSQL

REACT / NODE

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## Education

Post University:

Bachelor of Science, Computer Information Systems

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efficiency and robust cybersecurity measures.

### **The Children's Center of Hamden - IT Helpdesk Intern**

Hamden, CT - 05/2023 - 08/2023

- Managed and resolved individual IT issues efficiently through Spiceworks ticketing system.
- Enhanced system performance by executing routine maintenance tasks, optimizing operational efficiency, and reducing risks of potential cybersecurity vulnerabilities, thereby safeguarding critical data and systems.
- Upgraded students' Chromebooks by performing machine upgrades enhancing device performance and user experience, ultimately increasing productivity within educational environment.

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## **Projects**

### **Random Recipe Generator Web Application**

*University of Connecticut*

- Developed a dynamic web application that generates random recipes based on user preferences and ingredient availability. The application fetches data from a third-party recipe API to provide diverse recipe options, allowing users to discover new and exciting dishes.
- Successfully created a functional and visually appealing recipe generator that enhances user engagement through interactive features and dynamic content. Demonstrated proficiency in front-end development and API integration.

### **Music Streaming Web Application**

*University of Connecticut*

- Collaborated with a team to develop a comprehensive music web application that enables users to stream, favorite, search for popular music, and create personalized playlists. The application provides an engaging user experience through intuitive design and robust functionality.
- Successfully delivered a feature-rich music streaming application that enhances user engagement through robust search and playlist functionalities. Demonstrated effective teamwork and technical skills in a collaborative development environment.

### **Personal Portfolio Website**

*University of Connecticut*

- Created a personal portfolio website to showcase projects, skills, and experience. Includes sections for a resume, project gallery, and contact information.

## **Certifications**

- *Certified Full-Stack Web Developer (University of Connecticut)*
- *NIST SP 800-37, Risk Management Framework (RMF) for Information Systems and Organizations*
- *NIST SP 800-53, Security and Privacy Controls for Information Systems and Organizations*
- *NIST SP 800-53A, Assessing Security and Privacy Controls in Information Systems and Organizations*
- *NIST SP 800-53B, Control Baselines for Information Systems and Organizations*
- *Scrum Fundamentals Certified (SFC)*
- *CompTIA Security+ (In Progress)*