JeQa Powe

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I. Professional Summary

IT Support | Data Analysis & Reporting | Economics & Statistics | Project Management | Operations Research

Data analyst, IT professional, and veteran with 10+ years supporting federal, corporate, and nonprofit environments, including high-side environments. Skilled in troubleshooting a wide range of IT Issues.

Skills

- Troubleshooting systems including Windows OS, Microsoft Copilot, Active Directory, SCCM, remote tools (BOMGAR, TeamViewer, RDM, Citrix, etc.), and more
- Service Management – ServiceNow, Jira, Confluence, ticket lifecycle, SLA compliance
- Data Analysis & Reporting – Advanced Microsoft Excel, Power BI, Tableau, Python, R, SQL
- Business & Systems Analysis – Process mapping, Agile familiarity, technical documentation
- Project Support & Coordination – Stakeholder communication, policy briefings, operational planning
- Procurement & Licensing – ELA/BPA support, vendor coordination, inventory tracking
- Security & Compliance – Public Trust & TS/SCI eligible, DOD/FBI support experience

Additional Programs

- C+, ArcGIS, Slack, Asana, PowerShell, Anker, Spiceworks, SolarWinds, Atlassian, IBM2, MATLAB, Adobe Suite, Microsoft suite (including Access, Azure, Intune, Visio, PowerPoint, Word, Outlook, Sway, etc.), & more

Education, Certifications

- Degree: M.A. Economics - Howard University, (2022)
- FL Army National Guard (2014-2018, E5, 11B/09R/13P)
- CPR & AED Basic Life Support Certified, (2025)

II. Experience

Lead IT Support Specialist - *Community of Hope DC*

Washington, DC | November 2023 – March 2025 (Full-time)

- Oversaw IT infrastructure and end-user support across the organization, achieving a 30% reduction in incident resolution time by streamlining ticket triage and user communication methods
- Produced monthly reports on tickets, security, asset management, driving process improvements and strategic planning
- Led projects focused on streamlining knowledge base, inventory systems, status updates for users, etc.
- Analyzed majority of technical system information for effectiveness and assisted with eliminating excess spending

Data Analyst III - *UIC Bowhead*

Stafford, VA | March 2025 – May 2025 (Full-time Contractor)

- Conducted data analysis and reporting for federal contracts, ensuring compliance and efficiency (Public Trust)

IT Support Specialist - *Federal Bureau of Investigation*

Quantico, VA | May 2023 – July 2023 (Full-Time Contractor)

- Responsible for IT systems movement, setup, new configurations, and device disposal
- Managed IT systems and provided support across a secure, high-stakes environment
- Maintained systems for staff with TS/SCI clearance (LOJ 12/23, Clearance transfer eligible)

Research Operations Analyst - *Joint Warfare Analysis Center (JWAC)*

Dahlgren, VA | June 2022 - March 2023 (Full-time Federal Employee)

- Created analytical models for social network mapping, integration of custom Machine Learning tools, and analysis of centrality measurements
- Researched, designed, developed, and implemented large language models using mathematical, economic, and computational frameworks, with a focus on research optimization and systemic improvements
- Presented research recommendations on and ensured compliance with operational and information security and other programmatic protocols
- Developed and maintained secure cross-domain automation workflows integrating Power BI and LLMs, enabling data exchange and analysis between TS/SCI (high-side) and unclassified (low-side) environments

Consultant - *Black Winter, LLC*

Gainesville, FL and Greater Washington D.C. Metropolitan Area | 01/2021 – Present (Project-Based)

- Lead strategic consulting initiatives for clients in tech, operations, and business management
- Provide tailored solutions for complex business and technology challenges including Business coaching and planning
- Customized brand, technical, consulting services and support for small businesses and startups
- Developed economic frameworks to identify inefficiencies in client IT operations, saving up to $15K annually in avoidable overhead
- Represents clients at networking events to enhance capital and growth by gathering sponsors, investors, and partners