

## I. Professional Summary

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IT | Power BI Analytics | Adobe Creative Suite | Technical Support | Veteran

### Skills

IT Support: Windows OS | Active Directory | Microsoft 365 | SCCM | ServiceNow | BOMGAR | Remote Tools (12 years)  
Analytics & BI: Power BI (DAX, Dashboards) | Tableau | Excel (Advanced) | SQL | Python |  
RCreative Tools: Adobe Creative Suite (Photoshop, Illustrator, InDesign, Premiere Pro) | Visio | Technical Documentation  
Security: Public Trust | TS/SCI Eligible (transferable through 2027) | DISA STIG | Federal Systems (FBI, DoD)  
R, Python, C+, ArcGIS, Jira, Confluence, Slack, Asana, PowerShell, Anker, Spiceworks, SolarWinds, Atlassian, IBM2,  
Tableau, MATLAB, etc.

### Education, Certifications, Training

- Degree: M.A. Economics - Howard University - 2022
- CPR & AED Basic Life Support Certified - 2025
- Microsoft Certified Solutions Associate (MCSA) - 2013 | Microsoft Office Specialist (MOS) - 2012
- TS/SCI Clearance | 2022-2023 (LOJ 12/23 transfer eligible thru 2027)
- FI Army National Guard | 2014-2018 (11B/13P/09R) Infantry / MLRS

## II. Professional Experience

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### Data Analyst III | UIC Bowhead

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

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

### Lead IT Support Specialist | Community of Hope DC

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

- Managed IT systems and delivered comprehensive technical support organization-wide, ensuring seamless operations
- Led troubleshooting and resolution efforts for technical issues
- Produced and analyzed 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

### IT Support Specialist | Federal Bureau of Investigation

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

- 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)

- 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
- Data visualization using tools such as Tableau and MATLAB
- Programmed and administered cross-domain automation solutions for Power BI and large language models (LLMs) between TS/SCI (high-side) and unclassified (low-side) networks

### Senior IT Solutions Analyst | Chanel - Acumera (formerly Reliant Solutions)

New York, NY / Tallahassee, FL | 05/2020 – 2023 (Full-time)

- Led remote IT/IS support for 150+ domestic/international boutiques (POS, inventory, onboarding)
- Acted as a liaison between vendors and boutique staff to resolve hardware/software issues
- Developed Jira/Confluence guides and managed plugins to streamline workflows
- Analyzed trending issues to drive quality improvement initiatives

### IS Analyst / IT Support Specialist (promotion) | Exactech

Gainesville, FL | 04/2019 – 03/2020 (Full-time)

- Saved 200+ daily work hours by scripting automation tools and creating a knowledge base
- Spearheaded Windows 10 upgrades for 85% of global workstations
- Provided IT support for international teams, resolving hardware/software issues