

I. Professional Summary

IT Service Desk Analyst | Systems Support | Incident Management | Windows OS | ServiceNow

IT professional with 10+ years supporting federal, corporate, and nonprofit environments, including secure systems at the FBI and DoD. Skilled in Windows troubleshooting, Active Directory, remote support, and ServiceNow ticketing. Clearance-eligible (LOJ 12/23) with active Public Trust. Known for strong problem-solving, communication, and SLA adherence. Brings cross-functional knowledge in finance, procurement, and systems improvement. Thrives in fast-paced roles requiring process optimization and stakeholder coordination.

Skills

- IT Support & Troubleshooting, onsite and remote - 12 years
- Windows OS, Microsoft 365, Active Directory, SCCM, remote tools (BOMGAR, TeamViewer, RDM, etc.) - 12 years
- Service Management - ServiceNow, Jira, Confluence, ticket lifecycle, SLA compliance
- Data Analysis & Reporting - Excel, Power BI, Tableau, Python (basic), R, SQL - 8 years
- Business & Systems Analysis - Process mapping, Agile familiarity, technical documentation - 8 years
- Project Support & Coordination - Stakeholder communication, policy briefings, operational planning - 8 years
- Procurement & Licensing - ELA/BPA support, vendor coordination, inventory tracking - 10 years
- Security & Compliance - Public Trust & TS/SCI eligible, DHS/FBI support experience

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)

Program knowledge

- R, Python, C+, ArcGIS, Jira, Confluence, Slack, Asana, PowerShell, Anker, Spiceworks, SolarWinds, Atlassian, IBM2, Tableau, MATLAB, Microsoft Suite, Adobe Suite, etc.
- Microsoft suite products including Access, Azure, Intune, Visio, PowerPoint, Power BI, Word, Outlook, Active Directory, etc.

II. Experience

Data Analyst III - UIC Bowhead

Stafford, VA | March 2025 - April 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 | May 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

CEO/Principal 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
- Deliver economic, brand, technical, consulting services and support for small businesses and startups

Senior IT Solutions Analyst - Chanel - Acumera Inc

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

- Led remote IT/IS support for 150+ domestic/international boutiques (POS, inventory, onboarding)
- 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

IT Support Specialist | Vet, Comp, and Penn Medical Group

Newberry, FL | 09/2016 – 07/2017 (Full-time)

- Provided IT and technical support for 100+ users
- Created tutorials and documentation for company processes
- Acted as the on-site liaison for troubleshooting outsourced office hardware

IT and Network Intern | West Networks (Formerly Staunch Systems LLC)

Gainesville, FL | 05/2012-08/2014 (Summer)

- Installed servers, software, & more for networking, access control, and security systems
- Provided technical support and assisted in planning network architecture
- Provided graphic design and marketing materials creation
- Qualified for MCSA certification from Microsoft