

Titus Knox

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EDUCATION

UNIVERSITY OF PENNSYLVANIA, LPS Full Stack Flex Coding Bootcamp *Graduated May 2022*
LPS Full Stack Flex Coding Bootcamp

TEMPLE UNIVERSITY, The College of Liberal Arts, Philadelphia, PA *Graduated May 2017*
Bachelor of Arts, Criminal Justice *Minor: Information Science and Technology*

EXPERIENCE

CITY OF PHILADELPHIA, Philadelphia PA

Law Enforcement Intelligence Analyst *October 2019 - Current*

- Crime information management and intelligence analyst. Quantifies geo-data, historical records, crime data, and criminal history to create intelligence products for the Philadelphia Police Department
- Processes critical data in the Real Time Crime Center to assist law enforcement with on demand jobs and live criminal activity
- Creates analysis products for local, state, and federal law enforcement agencies with a focus on sharing intelligence clearly, concisely, and efficiently.

VANGUARD Valley Forge, PA

Retirement Services Specialist *August 2017 - October 2019*

- Retirement Planning Specialized Services Associate. Advise high-balance 401(k) plan participants on investment suitability, pre-tax, after-tax and Roth contribution maximization, plan rules and regulations, and all loan and withdrawal options.
- Coach and mentor for trainees and facilitator for licensing curriculum
- Senior representative for the 'elevated hotline': a dedicated channel to de-escalate challenging client concerns.
- Professional Development Council - PA 'Career Pillar' Owner - Part of a team focused on creating monthly events and deliverables with the goal to develop crew members professionally
- Series 6 and 63 securities licenses completed August 2017.

TEMPLE UNIVERSITY HOUSING & RESIDENTIAL LIFE, Philadelphia, PA

Building Manager, Conference Services Department *May 2015- August 2017*

- Collaborated with 5 conference assistants in Peabody Hall serving hospitality needs of guests
- Promoted to Building Manager of Morgan South leading orientation, meetings, and crisis management
- Ensured efficient customer service through planning with maintenance, residential life, and security departments

Resident Assistant, Morgan Hall South *August 2014-May 2017*

- Oversee safety & wellness needs of 80 undergraduate students among 10 floors in on campus dorm
- Design and lead 8 programs a year targeted at student development and academic success
- Teach and enforce Temple's Student Code of Conduct promoting a disciplined living environment

Front Desk Associate, Morgan Hall South *September 2014-September 2016*

- Managed daily hospitality functions for 700 residents throughout 9 floors
- Supervised sensitive data regarding mail delivery, damage and conduct fines, and building maintenance

- Engaged with student and family entities with reference to housing requests and university inquiries

TEMPLE UNIVERSITY SUMMER PROGRAMS DEPARTMENT, Philadelphia, PA

Social Media and Outreach Manager

October 2016-May 2017

- Brand management leader overseeing Facebook and Twitter department pages advertising programs & events
- Guide online enrollment process for prospects boosting enrollment by 60% for upcoming 2017 season
- Increase social media engagement with target audience members by 90% over a three-month period

ACTIVITIES & AWARDS

- Director of Student Affairs, Temple Student Government *August 2016*
- Executive Board Member, Temple Criminal Justice Society *August 2016*
- President, Temple University Queer Student Union *August 2015-May 2016*
 - Honorary Recipient, Program of the Year *May 2016*

ADDITIONAL

- Microsoft Word, Excel, PowerPoint, Outlook, DestinyOne, FireEngineRED, Java, series 6 and 63 licensed