

**Aaronea
Wiggins**
Lanham, MD |
(Tel upon
request) * |
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CAREER SUMMARY

An effective Customer Support Consultant with roughly thirteen years of experience. My professional strengths are streamlining current processes, identifying discrepancies, and resolving issues to foster a positive experience for customers.

I am passionate about pivoting into the Information Technology Management field to provide, tailored solutions for customers.

APPLICABLE SKILLS

High-Quality Customer Service | Strong Organizational Skills | Ability to adapt | Communication Skills | Professional Mannerism | Observant | Microsoft Office (Word, PowerPoint, Excel | Novice American Sign Language | CCTV | Close Attention to Detail | Computer Knowledge |

PROFESSIONAL CAREER EXPERIENCE

DEPARTMENT OF EDUCATION, Washington, D.C.

IT Specialist CUSTSPT Lead – September 2023-Current

- Team Lead of two highly skilled Cybersecurity Information Security Officers, and one Intern.
- Acknowledge and assist customers for equipment requests
- Maintain and update Distribution lists to ensure users are notified with office correspondence.
- Maintain and update Global Address lists to ensure users have the correct

office location, department, building, and phone numbers for, identifying purposes.

- Assist Office IT specialists during, Onboarding and Offboarding processes with the inclusion of installing IT equipment.
- Provide customer support for problem solving, integrating systems, and managing operation of multiple computer systems.
- Assist users with troubleshooting operating system software.
- Export and analyze data from selective databases (PowerBI, ServiceNow, and Microsoft Excel).
- Effective oral and written communication with Senior and VIP users to resolve technical issues.
- Facilitate IT hardware (docking stations, monitors, additional peripherals) and software (Adobe acrobat, and STATA) services to ensure customers' ability to work effectively.
- Active liaison between Office of the Secretary IT Point of Contact, Office of the Under Secretary IT Point of Contact, Office of the Deputy Secretary IT Point of Contact, OCIO, and CRM.
- Verify IT inventory to ensure documented peripherals can be accounted for using Asset Integration and Management database.
- Alternate Timekeeper for Office of The Secretary, Office of The Deputy Secretary, Office of The Under Secretary.

DEPARTMENT OF EDUCATION, Washington, D.C.

Customer Relationship Management (CRM) Escalations Lead – May 2024

August 26, 2024

- Acknowledge and assist IT Point of Contacts for escalatory equipment requests for High-End users.
- Endorse approvals for specific PIVOT Contracting groups to release correspondence.
- Create and manage reports within databases (PowerBI, ServiceNow, and Microsoft Excel).
- Notify CIO, DCIO, and ETS leadership of pending requests that associate with costs and requires escalations.
- Spearhead agency-wide communication regarding newly implemented Systems and Databases, incoming Senior Exec. Users, etcetera.
- Active liaison between Office of the Secretary IT Point of Contact, Office of the Under Secretary IT Point of Contact, Office of the Deputy Secretary IT Point of Contact, OCIO, and CRM.
- Maintain and update Global Address lists to ensure users have the correct

office location, department, building, and phone numbers for, identifying purposes.

- Assist Office of the Chief Information Officer with asset management and auditing for Q3 FY-24.

DEPARTMENT OF EDUCATION, Washington, D.C.

*Pathways Student (Management and Program Analyst) 40 hrs per week,
May 2022-September 2023*

- Manage The Secretary of Education- Dr. Miguel Cardona's scheduling calendar
- Warmly welcome individuals during meeting prep
- Announce Office of The Secretary Executive Office weekly calendar via email
- Acknowledge and assist customers for equipment requests
- Maintain and update Distribution lists to ensure users are notified with office correspondence.
- Maintain and update Global Address lists to ensure users have the correct office location, department, building, and phone numbers for, identifying purposes.
- Assist Office IT specialists during, Onboarding and Offboarding processes with the inclusion of installing IT equipment.
- Provide customer support for problem solving, integrating systems, and managing operation of multiple computer systems.
- Assist users with troubleshooting operating system software.
- Export and analyze data from selective databases (PowerBI, ServiceNow, and Microsoft Excel).
- Effective oral and written communication with Senior and VIP users to resolve technical issues.
- Prepare Dr. Cardona's conference room with set-up, organizing materials, and sanitation
- Assist incoming callers regarding, Department of Education protocol regarding, requests and booking The Secretary of Education, Dr. Miguel Cardona.
- Coordinate the distribution of laptops within Lyndon Baines Johnson (LBJ).
- Submit troubleshooting tickets via ServiceNow.
- Facilitate IT hardware (docking stations, monitors, additional peripherals) and software (Adobe acrobat, and STATA) services to ensure customers' ability to work effectively.

- Active liaison between Office of the Secretary IT Point of Contact, Office of the Under Secretary IT Point of Contact, Office of the Deputy Secretary IT Point of Contact, OCIO, and CRM.
- Verify IT inventory to ensure documented peripherals can be accounted for using Asset Integration and Management database.
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UNITED STATES POSTAL SERVICE, Capitol Heights, MD

Sales Service Associate- 40 hrs per week, Jan 2015 – May 2022

- Maintained positive, team-oriented relationship with management, peers, and customers. • Maintain money drawers at a balance of \$100.00.
- Manage record of daily transactions.
- Perform morning and evening briefings with a staff of twenty-five.
- Analyze, develop, and implement functioning operational structures.
- Measure and perform mail count between 25%-100% capacity.
- Issue and complete forms regarding theft or loss of mail.
- Supervised a minimum staff of 25.
- Processed up to 14 trays of letters and flats.
- Observe patterns to determine what strategy will work within the unit.
- Compute mailing costs based on type and destination of parcel.
- Unloaded delivery trucks and place supplies in appropriate areas.
- Worked safely and conforming to safe work practices.
- Inspect and ship product per customer specification using safe work practices.

Mail handler- 35 hrs per week, Jul 2012 - Jan 2015

- Loaded between 14-25 OTR cages daily
- Unloaded freight in efficient and safe manner.
- Performed necessary handling requirements of job, routing equipment checks, re-charges and daily maintenance.
- Recorded information such as weight, time and date packaged.

SIX FLAGS OF AMERICA, Mitchellville, MD

Security Officer, Feb 2014 - Aug 2014

- Provided directions and assistance employees, visitors and guests.
- Assisted 2 other officers during the patrolling the assigned area
- Generated end-of-day reports based on the series of events throughout the

day.

- Monitored customer traffic entering and exiting store.

Dispatch clerk, Feb 2014 - Aug 2014

- Ensured first call resolution through problem solving and effective call handling.
- Dispatched Security Personnel to Security incidents.
- Interacted with customers to determine needs and assist with orders.
- Monitored travel safety and security of company's employees.

BOWIE HIGH SCHOOL, Bowie, MD

Administrative Assistant- PT Flex 3-5 hrs daily, Aug 2006 - Jun 2010

- Maintained organized filing system of paper and electronic documents.
- Filed chronologically and retrieved business documents, records, and reports.
- Greeted callers and visitors, assess needs, and provide solutions.
- Maintained positive work atmosphere by behaving and communicating in professional manner.

EDUCATION

BOWIE STATE UNIVERSITY

Bowie, MD

Bachelor of Science (B.S.) Computer Technology Candidate (Expected graduation December 2025)

RELEVANT COURSEWORK & PROFESSIONAL DEVELOPMENT

Principles and Method of Intrusion Detection and Prevention- Ethical Hacking | Security+: Wireless, mobile, & embedded device security | CompTIA Security+: Security assessment & penetration testing techniques | Data Analyst | Secure Programmer: Coder | CompTIA

**Pentest + | Certified Information Systems Security Professional |
Salesforce Administrator | SPLUNK | Data Camp | Big Data | Symbolic
Computation | Technical Writing – Computer Technology**