

Information Technology and Web Development Specialist

Solutions-focused IT Specialist with training and experience in application design, testing, and implementation. Skilled at fostering a team environment and unifying diverse groups to reach project and operational goals. Combines strong analytical, troubleshooting, and technical acumen with solid leadership, project management, and customer liaison skills to consistently deliver productive, innovative technological solutions. A highly skilled troubleshooter and analyzer, able to effectively and efficiently resolve IT issues to meet and achieve challenging goals and objectives. Recent frontend developer intern (2022).

TECHNICAL SKILLS

Software: Microsoft Windows OS, Microsoft Office: Word, Excel, PowerPoint, SharePoint, Microsoft Power Apps (Power Automate and Power BI); Adobe Creative Suite (Photoshop and Illustrator); Git/GitHub
Languages: Java; HTML; CSS; JavaScript; React Native; and Typescript.

EDUCATION

Master of Science in Information Technology, concentration in Web Design - Southern New Hampshire University, Manchester, NH (Remote), 06/2023
GPA: 4.0

Relevant Coursework: Website Construction; Object-Oriented Application Development; Advanced Information Technology; Technical Communication; and Operating Systems.

Bachelor of Science in Computer Science, Minor in Fine Arts - The George Washington University, School of Engineering and Applied Sciences, Washington; DC, 2020

Relevant Coursework: Software Design for Handheld Devices; Algorithms; Software Development; Software Engineering; Computer Architecture; Operating Systems; Database Systems; Computer Graphics; and Computer Animation.

PROFESSIONAL EXPERIENCE

Business Analyst | Information Technology Specialist
eTelligent | Leesburg, VA | September 2020 – June 2023

Coordinate, manage, and drive improvements across IT projects. Plan IT projects with multiple stages in the systems development life cycle management process to meet requirements. Independently plan, design, and carry out assigned work projects applying Agile framework while using strong project organization and time management skills. Create and finalize project implementation plans and validate project concepts with customers and stakeholders.

- **Leveraged technological acumen to develop 3 SharePoint Sites** — created graphics, setup an initial Document Library with appropriate folders, controlled permissions, and created lists to track certain program activities. Generated graphics, images, and icons to improve user-friendliness.
- **Created 20+ PowerPoint presentations** — used creative graphics that captured required information in a digestible format.
- **Catalyzed sweeping process improvements** — worked on the IRS Ubiquitous Workplace Initiative, a plan to overhaul the current technology ecosystem for 99,000+ users. Conducted interviews with users to identify current IT Pain Points, defining problems in the current IRS IT ecosystem.

- **Apply expertise in customer service** — consistently promote strong relationships with clients, vendors, and partner organizations based on earned trust and respect. Work directly with customers to obtain information and requirements needed to successfully complete projects.
- **Communicate professionally while cultivating and maintaining key relationships** — represent the team during weekly progress and work metric meetings. Engage in proactive oral communications and establish and maintain effective working relationships.

Frontend Developer Intern

GBCS Group | Calgary, Canada (Remote) | October 2022 – November 2022

Coordinated, developed, tested, and maintained web applications. Effectively and efficiently translated business requirements into technical or design specifications. Completed web-related design and implementation tasks. Identified, justified, designed, coded, and tested program applications to meet company needs.

- **Supported building and deployment of the new GBCS Group website** — swiftly moved the project from 50% to 100% completion within a 6 week timeframe. Led team meetings with company executives to update current project status. Developed clearly written and concise code in HTML, CSS, React Native, and Typescript for the website.
- **Provided leadership, management, and technical direction to a team of 3 interns** — Helped other interns on the team with any issues they were facing in coding. Used Trello to coordinate self-assigned tasks among the intern team, based on website design in a Figma file. Tracked progress and generated progress reports in Google Docs for executive leadership.
- **Led troubleshooting and fault analysis** — delivered efficient, high-quality technology support and troubleshooting while supporting research and identifying solutions on complex system and software issues. Diagnosed information technology problems in response to bugs.

Administrative Student Assistant

The George Washington University | Washington, DC | March 2019 – May 2020

Coordinated and performed administrative support functions in support of office operations.

- **Updated student and graduates academic profiles from paper documents to a digital format** — uploaded 1,000+ paper documents into the in-house document management system so advisors had access to review documents from workstations to help students make informed decisions about coursework. Responded to inquiries promptly and courteously.

Student Volunteer

SIGGRAPH | Los Angeles, CA | August 2019

Selected from 1000+ applicants to participate in the Student Volunteer (SV) Program for SIGGRAPH, an annual technology conference attended by tens of thousands of computer professionals.

Administrative Intern

U.S. Army Material Support Command | Daegu, South Korea | June 2016 - August 2016

Performed a variety of editorial duties ensuring grammar, clarity, style, and syntax of standard operating procedures (SOPs) to educate 100+ employees on maintenance and operation military vehicles.

Call Desk Intern

Area IV Directorate of Public Works, U.S. Army | Daegu, South Korea | June 2015 - August 2015

Received calls for the Public Works office and created work requests for home and office repairs for a department providing services to 5,000+ civilian workers and military employees.

AWARDS, RECOGNITION, AND CERTIFICATIONS

eTelligent Employee Choice Award, 12/2021 | eTelligent Rookie of the Year, 12/2020

[Complete Introduction to Microsoft PowerBI \[2023 Edition\]](#) – Udemy Course Certificate – 03/2023