

Alicia Montgomery

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Summary: I am an M.S. graduate who left my previous position to help my family through a transition. I've been preparing to return to the workforce in my free time by improving my web development and other skills. I am open to in-office, hybrid, or remote roles and am open to relocating. I have a Public-Trust Clearance.

WORK EXPERIENCE

eTelligent

Sept. 2020 – June 2023

Business Analyst/ IT Specialist

(Remote)

- eTelligent is an IT consultancy agency, with a list of federal and private clients.
- As a Business Analyst/ IT Specialist on 3 contracts with the IRS, I worked closely with government clients and project teams to accomplish contract requirements.
 - IRS Identity and Access Management (IAM) Divisions | (Feb. 2022 – Feb. 2023) – Worked with the Planning and Coordination Office (PCO) and IAM Strategy Team by compiling and synthesizing information from various sources into different reports using PowerPoint and Excel.
 - Generated reports unique to the intended audience, including senior management and the IRS Chief Information Officer (CIO).
 - Created PowerPoint slide decks with varying graphical elements, taking salient technical information and reworking it into a digestible format.
 - Converted technical jargon and terms into common language.
 - Supported the IAM strategy team in managing plans and goals in alignment with the overall strategic roadmap using Agile methodology.
 - Created roadmaps that defined division goals and commitments and helped the product team operationalize and start working toward them.
 - Scheduled and facilitated meetings with senior management on an as-needed basis for specific deliverables, ensuring consensus on direction from all stakeholders.
 - IRS IT Division, User and Network Services (Sept. 2021 – Jan. 2022) – Worked on the IRS Ubiquitous Workplace Initiative, a plan to overhaul the current technology ecosystem for 99,000+ users.
 - Conducted 100+ interviews with employees/contractors to identify current IT Pain Points and define problems in the current IRS IT ecosystem; captured notes and compiled pain points into an issue tracker using Excel.
 - Produced deliverables based on contract specifications, including Persona Definitions based on users' job titles, pain points, and technology bundles.
 - IRS Application Development Division / Corporate Data (Sept. 2020 – July 2021): Assisted IRS POCs with meeting minutes, PowerPoint presentation material, creating and maintaining the division's SharePoint Site, PowerPoint executive-level reports, and Standard Operating Procedures (SOP) for future employees to learn the report-generating process.
 - Documented organizational initiatives and meeting minutes for discovery and updated weekly executive briefing documents.
 - Generated weekly reports by gathering information from various documents and emails and compiling data into a concise report for senior executives to quickly ascertain workload, work plans, and accomplishments and support executive-level decisions.
 - Generated new documentation for practices and programs, such as internal policies, procedures, and work methods affecting the operational execution of IT system initiatives, such as the Economic Impact Payment initiative.
 - Developed a SharePoint Site by creating graphics, setting up an initial Document Library with appropriate folders, controlling permissions, and creating lists to track certain program activities. Generated graphics, images, and icons to improve user-friendliness.

- I also did back-office work for eTelligent to support the company's needs.
 - **Key Results:** created 4+ quarterly meeting PowerPoint Presentations, continually updated the company website using WordPress, created 10+ marketing materials using Photoshop and Illustrator for social media, created PowerBI dashboards for the business development team to manage the contract pipeline, and conducted 3+ company training on PowerPoint.

GBCS Group/ SkyIT

Oct. 2022 – Nov. 2022

Frontend Developer Intern

Remote

- As a Frontend Developer Intern, I supported the building and deployment of the new GBCS Group website with a team of 3 other interns using HTML, CSS, React Native, and Typescript.
 - **Key Result:** We took the site from 50% to 100% completion within a 6-week timeframe.
- I also served as the team lead for the interns, with the goal of liaising between the team and executive management.

George Washington University

March 2019 – May 2020

Administrative Student Assistant (FWS)

Washington, D.C.

- As an Administrative Student Assistant, I was responsible for updating 1,000+ student and graduate academic profiles from paper documents to digital format using a scanner and in-house document management system.

US Army Material Support Command

June 2016 – August 2016

Administrative Intern

Daegu, South Korea

- As an Administrative Intern, I performed editorial duties, ensuring grammar, clarity, style, and syntax of SOPs to educate 100+ employees on the maintenance and operation of military vehicles.

Area IV Directorate of Public Works

June 2015 – August 2015

Call Desk Intern

Daegu, South Korea

- As a Call Desk Intern, I 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 and military employees.

EDUCATION

Southern New Hampshire University

June, 2023

M.S., Information Technology, Concentration in Web Design

Remote

- GPA: 4.0

The George Washington University

May, 2020

B.S., Computer Science, Minor in Fine Art

Washington, D.C.

- Girls Who Code – College Loops Vice President (2019 – 2020)
- Women in Computer Science Member (2016 – 2020)

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** [Complete Introduction to Microsoft PowerBI \[2023 Edition\]](#) – Udemy Course, 03/2023
- **Technical Skills:** Microsoft Office Suite (Word, PowerPoint, Excel, SharePoint, Project, and Teams), Microsoft Power Platform (Power Automate and Power BI), Adobe Creative Suite (Photoshop and Illustrator), Git/GitHub, Java, HTML, CSS, SQL, JavaScript, React Native, and Typescript.
- **Soft Skills:** leadership, team collaboration, effective communication (oral and written), Active listening, Problem-solving, critical thinking, adaptability, time management, and relationship management.
- **Interests:** Pixel, Digital and Traditional Art, Baking, Reading, Video Games, Anime (more info on my [website!](#))