

## EDUCATION

- Old Dominion University**, Norfolk, VA 2018 (Expected)  
*Bachelor of Science* • Major: Computer Science, Minor: Cyber Security  
• GPA: 3.9
- George Mason University**, Fairfax, VA 2012  
*Bachelor of Science* • Major: Economics, Emphasis: Mathematics and Data Analysis  
• Omicron Delta Epsilon, International Honor Society in Economics, member
- Defense Language Institute**, Monterey, CA 2009  
*Associate of Arts* • Major: Persian Studies  
• Graduated *cum laude*

## EXPERIENCE

**Old Dominion University**, *Consultant – Systems Group*; Norfolk, VA; 2/2017 – 4/2017

- Provided technical support to Computer Science faculty and staff through osTicket system and in person.
- Deployed a DNS capable domain controller via VMware vSphere to manage Active Directory and Group Policy for clients at three different permissions levels. Employed basic PowerShell scripting and remote management using Windows 2012 R2 server and Windows 7, 8.1, and 10 clients.
- Created a properly secured VTP server with inter-VLAN routing using Cisco Packet Tracer. Learned extensively about OSI Model, Layer 2 and Layer 3 Communications, and VLSM/CIDR notation.
- Upgraded and maintained hardware including lab rebuilds, workstation maintenance, and installation of WiFi hotspots within the Computer Science department.
- Built and deployed an Ubuntu Server via vSphere with a custom NFS share point environment setup with over 40 programs (all compiled from source) including MySQL Client, BerkeleyDB, OpenSSL, and Samba.

**Old Dominion University**, *Education Support Specialist III – LSI Scheduler*; Norfolk, VA; 3/2016 – 2/2017

- Processed approximately 30 event space requests per week with a 97% event space request approval rate while ensuring pending event space requests stayed below 1%, down from an average of 5% upon starting as an Office of Leadership & Student Involvement (LSI) Scheduler.
- Scheduled and coordinated setup of indoor event space in Webb Center (student union), outdoor event space, and academic space for over 350 student organizations in over 30 highly active event spaces working directly with student leaders and department representatives from event conception to reality.
- Encouraged student organizations planning events with support oriented customer service, advising as teaching, and by collaborating effectively with auxiliary services, housekeeping, Webb Media, catering, and other campus partners, overcoming common student challenges such as navigating ODU and Webb Center policies and having limited available space.
- Expertly employed technology to perform scheduling and advising tasks with EMS scheduling software, OrgSync Community Management software, Microsoft Office, Google Sites, and Trello Project Management software:
  - Streamlined event space request process to manage large volume of requests with Trello.
  - Updated LSI Scheduling Office Standard Operating Procedures by organizing all relevant policies and procedures into an easy-to-use and easy-to-maintain intranet site with Google Sites.
  - Systematized production of reports detailing reservations submitted, approved, denied and reopened to analyze scheduling productivity with OrgSync, Excel, and EMS.

**St. Olaf College, Building Services Coordinator;** Northfield, MN; 2/2014 – 2/2016

- Coordinated event space and technology setup for 18 rooms within the student union, designing setup diagrams with Social Tables event diagramming application. Facilitated quick setup, teardown, and troubleshooting involving LCD projectors, plasma TVs, wired and wireless microphones, public address systems, and computers running both Windows and OSX for an average of 50 events per class day.
- Provided inventory, preventative care, and maintenance to over \$100,000 worth of equipment with no significant loss or damage. Leveraged personally designed management system created in Trello to communicate equipment and setup information with students and staff.
- Created, conducted, and reinforced student training using hands-on, visual, and audio training techniques. Utilized Moodle, WordPress, Google Drive, and Trello to streamline training and to ensure students were prepared for after-hours events when professional staff members were not present.
- Partnered as the scheduling office assistant when not attending to setup and equipment needs. Typical tasks included: making ID cards; signing out college vehicles and department cards; assisting with event space scheduling between students, staff, faculty, catering, and internal and external vendors; and coordinating with managers of student-run concert hall and activities center.

**U.S. Army, Human Intelligence Collector;** Ft. Gordon, GA and Ft. Meade, MD; 2004 – 2011

- Successfully conducted over 150 Human Intelligence missions in Afghanistan, building rapport and trust with local tribal and official Afghan Government leadership in Eastern Afghanistan. Excellent interpersonal skills were paramount to building a strong network of trust throughout the Area of Operations, and ability to draw upon Persian language skills helped to create especially strong ties with sources.
- Trained and mentored eight to ten soldiers operating in leadership roles above pay grade.
- Mentored soldiers in career-development skills, personal finance, and the higher education process.
- Spearheaded classroom training on data analysis, reports writing, and Standard Operating Procedures.
- Performed development counseling and ensured timely promotions and recognition for soldiers' achievements.

**TECHNICAL SKILLS:** C++, HTML5, Linux, OSX, Python, Windows

**AFFILIATIONS:** American Corporate Partners, American Statistical Association, Association for Computing Machinery, Habitat for Humanity, Institute of Electrical and Electronics Engineers, Service 2 School, Veterans of Foreign Wars, Virginia Academy of Science