

# Kharee Smith

**IT Systems Administrator | Technical Trainer | AI Specialist**

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## Professional Summary

Experienced IT Systems Administrator and Technical Instructor specializing in cloud platforms (Microsoft Azure, Microsoft 365), AI integration, instructional design, and training. Adept at leveraging technology to optimize operations and drive innovation. Proven expertise in managing IT systems, facilitating learning, and deploying AI solutions.

## Skills & Certifications

- Cloud: Microsoft Azure, Microsoft 365, Salesforce
- Programming & Web: Full-stack Web Development, GitHub
- Operating Systems: Windows, MacOS, Linux, iOS, Android
- Collaboration Tools: Zoom, Trello, DocuSign, Slack
- AI & Tools: Prompt Engineering, ChatGPT, Microsoft Copilot
- Soft Skills: Project Management, Conflict Resolution, Problem Solving, Technical Documentation, Training
- Certifications: AZ-900, AZ-104, AI-900, AI-102, MS-900, ITIL v4, CompTIA ITF+

## Professional Experience

### Techbridge Inc.

#### IT Systems Admin/Customer Success Manager

April 2022 – March 2025

- Provided multi-platform support (Microsoft Office 365, Zoom, Salesforce, Trello), streamlining operations for the companies' 30+ employees as the sole technical support.
- Managed hardware inventory, deployment, provisioning, and deprovisioning of user accounts.
- Served as AI Expert and implemented AI tools, including ChatGPT and Zoom AI, boosting productivity by 30%.
- Developed and streamlined technical documentation and support procedures, improving efficiency and onboarding times.

#### Lead Technical Instructor

November 2020 – June 2022

- Designed and delivered technical courses (Microsoft Office, Azure, AI technologies, ServiceNow, full- stack development) for 25+ adult learners per cohort in weekly evening classes.
- Provided personalized 1:1 academic support to learners, addressing individual learning needs and increasing overall student certification pass rates by 200%.
- Developed digital badge and recognition programs, enhancing student engagement and visibility on professional platforms.

### Starbucks Coffee Company

#### Barista Trainer & Shift Supervisor

March 2013 – August 2016, April 2017 – April 2021

- Trained and supervised teams of 20+, increasing staff performance, customer satisfaction, and operational efficiency.
- Designed and led workshops and process improvements that drove product awareness, improved KPIs, and enhanced store revenue.
- Managed cash handling, inventory management, and security protocols across multiple store locations.

## Education

- Bachelor of Science Coursework in Computer Science, Kennesaw State University
- Graduate of 16-week TechBridge Technology Career Program (Web Development, Azure Fundamentals). Served as informal instructor assistant tutoring fellow students

## Projects & Achievement

- Founder, Editor, Publisher of "AI Weekly Insights", a weekly newsletter on the latest trends and insights in AI technologies - [aiweeklyinsights.beehiiv.com](http://aiweeklyinsights.beehiiv.com)
- Developed AI-driven educational application, awarded second place in Microsoft Winter 2024 Innovation Challenge Hackathon