

CHAUNDA DALLAS, MSIT

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MSCyber Graduate Student

SKILLS

- Cybersecurity: knowledge of current threats, vulnerabilities, and risks in the digital landscape, as well as familiarity with cybersecurity tools and technologies.
- Intelligence Analysis: Ability gather, analyze, and evaluate large amounts of data from various sources, drawing relevant conclusions, and trends.
- Strong communication in writing skills to effectively present complex information to nontechnical stakeholders.
- Ability to conduct forensic investigations to identify evidence and conduct risk assessments.
- Knowledge of data, privacy laws, and regulations that protect data and information.
- Understanding of compliance requirements and regulations: HIPAA and NIST standards.
- Understanding of cyber security, policies, and procedures, including the development of policies that align with the organizations, mission, and business objectives.
- Experience in law enforcement and forensic investigations, understanding of chain of custody and evidence handling procedures.

PROFESSIONAL EXPERIENCE

Medical Virtual Assistant | Delivery Driver

Self-Employed | April 2022 – Present

- Provided exceptional personal care services to clients with various medical conditions, including but not limited to, meal preparation, medication management, and transportation.
- Developed relationships with clients and their families, resulting in a 30% increase in referrals and repeat business.
- Utilized excellent time management skills to efficiently complete assigned tasks while adhering to strict medical schedules.
- Demonstrated strong customer service skills as a DoorDash delivery driver, providing timely and accurate deliveries to customers while maintaining a high rating.

App Development Instructor (Contract)

Dorchester Career & Technology Center | June 2022 - August 2022

- Successfully applied classroom teaching methodology and curriculum models that promote active student learning through technology integration.
- Curriculum development, planning, and updating to include block coding, HTML, CSS, and JavaScript.
- Developed cross-platform mobile apps using Mad Learn and MIT App Inventor software.
- Helped students manage the creative direction of gaming throughout its development and lifecycle using scratch and swift playgrounds.

Customer Success Engineer (Remote)

DeepScribe Inc. | December 2021 – March 2022

- Assisted in integrating software systems with different interfaces; improved data, integrity, and end-user response time by 74%.
- Foundational knowledge of network and systems design to ensure implementation of appropriate systems security policies and practices in all DeepScribe IT environments.
- Advocated customer needs/issues cross-departmentally to perform root cause analysis of workflows involving complex software components and services.
- Navigated working in a team-oriented, collaborative environment with the ability to communicate ideas both in technical and user-friendly language.

Lead Surgical Scheduler/Front Desk Coordinator (Remote)

Azura Vascular Care | April 2016 – October 2021

- Efficiently managed a high volume of surgical scheduling and follow-up appointments, resulting in improved patient satisfaction.
- Recognized by the Regional Director for innovative problem-solving skills and ability to increase customer retention 17%.

ER Tech/Clerical Partner

Piedmont Atlanta/Eastside Hospital | May 1999 – May 2016

- Provided elbow-to-elbow support for clinical/clerical staff during EPIC Go-Live Super User rollout in the Emergency Department working night shifts (3rd shift).
- Responded promptly and prioritized tasks in high-pressure environment while optimizing patient health outcomes as an ER tech.

CSI/Forensics Intern

City of Atlanta ID Unit | August 2016 – December 2016

- Processed crime scenes for evidence, such as fingerprints and tool marks, preserved and collected evidence with proper chain of custody packaging techniques and conducted forensic computer examinations.

EDUCATION

Master of Science in Cybersecurity, Kennesaw State University -expected graduation 12/2023

Master of Science in Information Technology, Kennesaw State University 12/2021

Graduate Certificate in Health Information Technology, Kennesaw State University 2021

Bachelor of Science in Criminal Justice, Kennesaw State University 12/2017

PROFESSIONAL AFFILIATIONS

Omega Nu Lambda National Honor Society (ONL)|Founder & Vice President: 2020 – present
Women in Cybersecurity (WiCyS) | Active student member: 2019 – present