



## PROFESSIONAL SUMMARY

Top performing and highly accomplished professional with expertise in delivering cost-effective, high-performance technology solutions to meet challenging business demands. Extensive qualifications in all facets of information systems methodology from conceptual design through documentation, implementation, user training, quality review, and enhancement. Expert at creating and maintaining technology products, administering databases, ensuring technical support, training end-users, assessing the effectiveness of technology in use, and recommending system modifications. Equipped with a record of success in developing the process of configuration management and work plans, along with handling implementation and monitoring work, with a keen ability to provide consulting advice and guidance to customers across several technologies. An analytical and strategic thinker with a proactive initiative to manage multiple projects to completion by ensuring detailed accuracy and optimal productivity in process execution. Comfortable working in a fast-paced environment by documenting success in all assigned operational tasks.

## CORE COMPETENCY

Adobe (Illustrator, Photoshop, Creative Cloud) | Java | Python | JavaScript | HTML | SQL | React | Android Studios | SASS | XAMPP | My SQL workbench | Air table | Visual Studios | Atom | NetBeans | Procreate | XCode | Azure | C++ | CSS | Fork | Beyond Compare | Spring | Spring Boot | Jenkins | Git | Maven | Eclipse | Sona type | WordPress | Windows | Mac | Linux | AWS | Visio | Microsoft (word, Excel, PowerPoint) | Monday boards | Zoom | NET | Burp Suite | Product Specialist | Product Manager | GoLang | Assembly Languages | shell | Makefiles | Solidity | Go | GDB.

## CERTIFICATIONS

- IBM Cybersecurity Analyst Professional Certificate
- Google Data Analytics Professional Certificate

## SELECTED ACHIEVEMENT

- Actively ability to participate as a key member of critical work streams to address key initiatives and/or resolve business problems.
- Developed profitable relationships with customers, acting as the key point of contact for customers for a range of new implementation issues, achieved an increase in customer satisfaction goals.
- Managed multiple projects of diverse and varying scope simultaneously, using resources for rapid implementation of several products.
- Outstanding knowledge of collaborating with user groups for requirement gathering throughout the planning and implementation process.

## PROFESSIONAL EXPERIENCE

### Information Systems Specialist I | University of Alabama at Birmingham Facilities Division

April 2023 - Present

- Administer WebTMA and FSI CMMS, eBuilder, iAuditor, Tableau, Qualtrics, MobileDeviceManager (MDM), Syntellis, Revver, ServiceNow, and in-house Employee Management Application (EMA) and INSITE systems for the Facilities Division.
- Develop and implement access control policies, defining user access rules and permissions for over 700 users across the software systems I administer.
- Provide end-user support and training to ensure smooth and efficient utilization of the software systems, collaborating with software vendor support to find solutions when necessary.
- Collaborate with department heads and staff members to understand their specific needs and requirements, tailoring access rules based on user roles within the department.
- Update processes to meet the unique requirements of users and adhere to current information security best-practices.

### Digital Marketing and Website Manager | Blink Threading & Spa

January 2023 - Present

- Build and maintain a local small business' website using WordPress, SQL, Visual Studio. Created wireframe designs in Adobe XD, designed logos and marketing materials in Adobe Photoshop and Illustrator.
- Utilized Google Analytics and other SEO tools to monitor website performance, track user behavior, and provide data-driven insights for further improvements.
- Leveraged social media platforms to create a strong online presence for the business, leading to increased brand recognition and customer engagement.
- Collaborated with the business owner to develop and execute digital marketing campaigns, aligning strategies with business goals and budget constraints.

- Provide a personalized customer experience and improved team communication.
- Design and Configuration Specialist, In-House build platform development, Html Documents, Client meetings, Visio, Technical Support, Information gathering, Q/A, SQL databases, System/Process documentation, Testing, and Implementation.
- Project lead/manager for multiple contracts, client facing and requires team management for timely delivery.
- Work with the communications team to drive internal promotion of company programs, initiatives, guiding principles and mission.
- Worked with internal stakeholders to improve, guide, build, and document the internal infrastructure for product implementations.

## Intern | Kinetic

Sep 2019 - Jun 2021

- Web Designer and Developer intern revamped pre-existing website to have an updated layout and color theme, incorporated WordPress, database management, Visual Studio, image design, PHP animations, implemented client-side editing at will by users, google maps API, and search bar functionality <https://salon2412.com/>.
- Project manager, delegated update and design tasks to team members based on wishes of the users, tested updates to make sure the tasks were completed as expected and relayed results back to the users <https://www.rxbenefits.com/>.
- Marketing and Management intern, project manager, company research, marketing materials, contracts, client meetings, calls, emails, collaborated directly with the owner and assisted him with his day-to-day work.

## Intern | Conserv

Feb 2019 - Aug 2019

- Programmed frontend and backend using React, designed 3D assets and assembled 3D hardware, conducted, and presented research, and built websites.

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EDUCATION

Brown University | Master's in Cyber Security and Computer Science

May 2024

Samford University | Bachelor of Science, Computer Science Major, General Business Minor

May 2020

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ACADEMIC AWARDS

- AI ATL 2023 – Georgia Tech – First Place
- CARGO Hacks – Brown Hacks - First Place
- HackATL 2023- Emory University – 4<sup>th</sup> Place
- Hacks@BROWN - Wolfram Award
- Explore Grant - Nelson Center Brown University
- Samford University Academic Scholarship and Dean's List
- EFAS Scholarship - AKEB Scholarship
- Dragon Hacks 2019 – 1<sup>st</sup> Place, BBVA Prize
- Crimson Hacks 2019 - Best Use of AWS Amplify \* AWS sponsored, Best Domain Name
- Crimson Hacks 2018 – 2<sup>nd</sup> place, Rookie hack, Pariveda - Best Project for Social Good
- Auburn Hacks 2019 – 2<sup>nd</sup> place Advance Category
- ACM Southeast Chapter Research competition – 3<sup>rd</sup> Place

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ACADEMIC ACTIVITIES

- Brown University - Graduate Students of Color in STEM, Brown Women's Network, CS Diversity Committee, SACNAS Brown University, Graduate Student Council, Full Stack at Brown (FSAB)- Product Manager.
- Samford University - SGA Student Senator, SAC, Student Recruitment Team, Homecoming Team, Welcome Back Week, Team Lead, Easter-Egg Hunt, Marketing Team, ACM Samford Chapter – Chapter President, Founder, Treasurer

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VOLUNTEERING

- Georgia Tech – HacksGT mentor and a volunteer
- Kids Code Workshop by Tech Birmingham: Summer camp for kids, Group Leader, Teachers Assistant
- TEALS - Computer Science in every High School: Teachers Assistant at Minor High School
- AKDN (Aga Khan Development Network) and its I-CERV branch
- ECDC (Early Childhood Development Center): Resource team, teacher, and leader for the STEAM program

