

OBJECTIVE

Transition from analyst and public service background into Information Technology (IT). Over 30 years of experience in troubleshooting, customer service, and project management. ISC2 Certified in Cybersecurity (CC) and recently completed the Google IT Support Professional Certificate, gaining foundational knowledge in networking and system administration. Seeking entry-level IT role applying technical problem-solving and communication skills while expanding expertise in a dynamic environment.

EDUCATION

Coursera

8/2025 Google IT Support Professional Certificate

Eight-Month IT support program, developed by Google that covers troubleshooting, customer service, computer networking, OS, system administration, and security, with hands-on labs

Western Governors University

5/2017 BA Interdisciplinary Studies/Preliminary Teaching Credential
Interdisciplinary Studies bachelor's degree program completed in 3 years including general education, teaching fundamentals, credentialing, and student-teaching experience

EXPERIENCE

Staff Services Analyst/Service Coordinator | CA Dept. of Rehabilitation

1/2021 - Present

Manage caseload using case management software; perform data entry and maintain service records. Coordinate virtual meetings and presentations. Apply basic cybersecurity principles daily. Independently troubleshoot and resolve minor technical issues. Coordinate and assist in providing students with disabilities access to Pre-Employment Transition Services for vocational rehabilitation purposes. Collaborate with community partners to facilitate the successful employment of individuals with disabilities

Management Services Technician | CA Dept. of Corrections

4/2019 – 1/2021

Inputted, analyzed and maintained records for inmate rehabilitation services. Developed internal process guides, including a desk procedural manual for the new position. Collaborated with cross-functional teams and outside agencies to improve program development. Adapted program materials, for end-user clarity.

Management Associate | Hertz Rent A Car

11/2018 – 4/2019

Used CRM software (Salesforce or similar) to manage rentals, upsells, and customer data. Reviewed digital sales reports to track performance against benchmarks. Performed basic troubleshooting for point-of-sale equipment and other machines.

SKILLS & ABILITIES

- **ISC2 Certified in Cybersecurity (CC)/IT Security essentials**
- **IT Troubleshooting**
- **Networking fundamentals (routing, VPNs, proxies)**
- **OS systems (Windows, Linux, macOS)**
- **Proficient in MS 365 Suite**
- **System administration tenets (user accounts, permissions, resource monitoring)**
- **Strong organizational and communication skills**
- **Fluent in American Sign Language**

LEADERSHIP & COMMUNICATION

- Completed two leadership cohorts involving collaboration and regular presentations
- Presented interpretation data to school staff after a weekend training
- Inducted into both the National Honor Society and the National Society for Leadership and Success
- Led a community youth group in learning and performing songs in American Sign Language