**Country of Citizenship: USA**

**U.S. Veteran: No**

**Valid Driver’s License: Yes**

# Donna Nwange

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| **Current Address:**  Towson, Maryland 21204  Mobile: (240) 825-6486 | **Permanent Address:**  Lanham, Maryland  20706  Phone: (240) 825-6486 |

**OBJECTIVE:** Seeking a full time job utilizing skills in **Computer Information Systems** background and interpersonal skills to further the growth of the organization

**EDUCATION: Towson University, Baltimore, Maryland**

**Bachelor of Sciences in Computer Information Systems**

**GPA: 3.0/4.00 Expected Graduation Date: December 2024**

**RELEVANT COURSES:**  Software Project Management, Scripting Languages, Data Structures and Algorithm Analysis, Fundamentals of Information Systems, System Development and E-Commerce , Software Engineering

**TECHNICAL / NON-TECHNICAL SKILLS**:

* Fluent in English
* Microsoft Word, Excel, PowerPoint, Project
* Programming/Languages: Python, Java, C++,HTML,CSS,JavaScript
* Data Analytics: Visual Studio Code, Active Directory
* Business and professional etiquette, professional balance
* Certification: CompTIA Security+ (In progress)

**PROJECTS / RESEARCH / PUBLICATIONS:**

**EMC Case Study Competition Team Member September 2021 - November 2021**

Conducted research in the IT infrastructure and data storage products and provided custom made solution proposal using data storage products for big data industry; prepared presentation with proposal and presented to judges, resulting in first place.

**EXPERIENCE:**

**Office of the Comptroller of the Currency, Washington DC ITS Intern June 2024 – August 2024**

* **Reviewed and Edited Policy Documents**
  + Workstation Patch Management Standard Operational Procedures.
  + Packaging and Software Governance Plan.
* **Performed Change Requests, Data Entry and Processed Tickets** 
  + Participated in meetings covering TCP/IP, subnetting, change requests, and automated software distribution.
  + Worked on permissions, change release meetings, collected and analyzed data for various IT testing projects such as Microsoft 365, One Drive, Phishing Icons, including Dell BIOS configuration, phishing reporting, Acrobat 64, Java 11 and 8.
* **Improved Technical Skills**
* Gained experience in active directory, group policy, and troubleshooting outages.
* Improved ability to answer spot-on interview questions.
* **Continued Professional Development**
  + ITS departmental work and regulatory changes impacting banking.
  + Mentor sessions with High School Scholars Interns.
  + Chat and Chew Sessions.

**Towson University, Towson, MD IT Help Desk Intern January 2023 – December 2023**

* Provided daily operational customer support for all IT-related concerns.
* Assisted with mobile devices, engineering equipment, security system assessment, and implementation.
* Installed, maintained, and troubleshooted technology and performed various program support tasks.

**TheeDonnaEffect Hair Styling, Baltimore, MD CEO/Founder** **March 2023 – Present**

* Implemented a visually stunning and user-friendly website for online hair braiding business.
* Achieved a 20% increase in average time spent on the website, leading to improved customer engagement.
* Maintained and updated the website to showcase the latest braiding styles, techniques, and trends.

**Amazon Air, Baltimore, MD Air Associate October 2021 – Present**

* Processed an average of 500 packages per hour ensuring accurate loading and unloading of cargo aircraft.
* Conducted 100% quality checks on packages to ensure compliance with safety and security standards.
* Achieved a 15% increase in overall operational efficiency while maintaining a safe working environment.

**LEADERSHIP / COMMUNITY SERVICE:**

**Towson University, Towson, MD Undergraduate Learning Assistant**  **June 2023– August 2023**

* Provided academic assistance to fellow undergraduates, resulting in a 10% improvement in average grade performance.
* Fostered a positive and inclusive learning environment, contributing to a 25% increase in student participation in academic support programs.
* Assisted in collecting and analyzing learning data to enhance academic support strategies.

**Towson University, Towson, MD Transfer Council - Diversity & Involvement Chair January 2023 – December 2023**

* Spearheaded initiatives to promote diversity and inclusion within the transfer student community, resulting in a 15% increase in diverse student participation.
* Developed engagement strategies that increased overall participation rates by 20% compared to the previous year.
* Collaborated with university staff and external organizations to create partnerships and opportunities for transfer students.

**OTHER SKILLS / AWARDS:**

* Amazon Air Career Choice
* Microsoft: Teams, Excel, PowerPoint
* Social Media Content Creation & Advertising
* Adobe: Premiere Pro, Photoshop
* Project Management
* Search Engine Optimization
* Canva
* Public Speaking
* B2B & B2C Marketing
* Consulting
* Product Design

**AVAILABILITY**:

**Summer 2024 –** Full-time **May 2024 - May 2025**

**Interested in Fall/Spring Co-op? Yes <October2024 - End Date>** (**<i.e. S-S 8am-until**)

