

IT Manager

****Contact Information****



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****Education****



High School Diploma

Pell City, AL - 2002



Associate of Business Administration

Southern New Hampshire University – 2022



Bachelor of Business Administration (In Progress)

Southern New Hampshire University (2022 – Present)

- President's List
- Honors Society
- GPA: 3.87

****Core Competencies****

- IT Systems Management
- Troubleshooting & Problem Solving
- Project Management
- Digital Marketing Optimization

- Microsoft Office Suite Proficiency
- Critical Thinking

****Professional Experience****

****IT Manager****

MultiPoint Communications | 2018 – Present

- Resolved critical computer and server issues, minimizing downtime.
- Configured bridges and managed variables to ensure IT operations ran smoothly.
- Implemented proactive measures to address potential vulnerabilities.
- Directed IT projects, ensuring adherence to timelines and budgets.
- Increased conversions by 15% through targeted digital marketing efforts.
- Conducted A/B testing for landing pages, improving conversion rates by 12%.

****Virtual Assistant****

Freelance | October 2022 – Present

- Provided technical support to clients on Fiverr, including scheduling and reporting tasks.
- Managed appointments using Calendly and documented processes in Google Sheets.
- Delivered high-quality support for digital tools and client IT needs.

****Skills & Achievements****

- Proven expertise in troubleshooting IT systems and resolving technical issues.
- Managed and executed IT projects with efficiency and cost-effectiveness.
- Advanced knowledge in digital marketing strategies and optimization techniques.