

Mahogany (Moe) Holder

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CAREER OBJECTIVE

Seeking a part-time role in IT to further develop my technical skills and contribute to the organization.

EDUCATION

AAS Computer Programming (GPA 4.0)

Atlanta Technical College (Dec 2024)

MBA Concentration in Human Resource Management (GPA 3.85)

North Carolina A&T State University (Dec 2017)

SKILL SUMMARY

- | | | |
|----------------------|-----------|--------------------------|
| • Microsoft Power BI | • ICIMS | • Microsoft Office Suite |
| • Tableau | • Windows | • Troubleshooting |
| • Amazon Quicksight | • C++ | • Salesforce |

PROFESSIONAL EXPERIENCE

SOUTHWIRE

Professional Technician Intern

Carrollton, GA (Onsite)

February 2024 – Current

- Install and configure software
- Order, configure, and setup IT equipment for production and warehouse locations
- Troubleshoot hardware and software issues
- Coordinate with remote site contacts about their production needs
- Complete tickets in an IT helpdesk ticketing system
- Provide technical support to end-users and reset passwords

AMAZON WEB SERVICES

Full Life Cycle Recruiter

Marietta, GA (Remote)

January 2022 – April 2023

- Facilitated full-cycle recruitment in 10+ states across 4 different business lines with roles comprised of Engineers, IT Support, Logistics Specialist and Physical Security.
- Operated in a high-volume environment managing 35-40 job requisitions, averaging 15 hires per month
- Developed and maintained internal wiki pages, serving as a centralized knowledge repository for recruiters and operations managers, streamlining information and enhancing team collaboration.
- Developed and executed unique sourcing strategies to attract candidates and maintain a steady pipeline of candidates for hard to fill roles within the business
- Created weekly detailed metric reports to provide hiring managers updates on funnel health such as candidate pools, resume reviews, interviews scheduled, offer accepts and candidate start dates
- Analyzed key metrics to discover trends and areas of opportunity to develop short- and long-term goals

AMAZON

Recruiting Coordinator/ Community Engagement Lead

Virginia Beach, VA (Hybrid)

October 2020 – January 2022

- Launch the first Amazon Career Center for recruitment in the state of Virginia that hired 10,000+ candidates and reduced rental venue from \$10,000 a month to \$3,000 a month.
- Manages day-to-day operations at New Hire Events to meet the weekly labor demands of 19 buildings
- Oversaw a team of 6 staffing administrators, analyzed market trends and reported diversity hiring
- Collaborated with 30+ community organizations to leverage grassroots sourcing to fill site labor orders
- Participated in 50+ onsite and virtual hiring events utilizing (Zoom, Chime, Microsoft teams)
- Launched a regional digital newsletter to increase shared knowledge on best practices and inform the region of each node latest news (launches, openings, metrics, and policy updates)
- Utilized a community engagement case management system to track and manage meetings, attendance, attrition, open and closed events
- Managed accommodation tickets, i9 work authorization defects and candidate escalation cases

AMAZON

Human Resources Generalist

Chester, VA

March 2018 – October 2020

- Created a successful Onboarding tool used to reduce the acclimation time of 400 new hires to the site
- Designed and launched a 4-week series for over 60 supervisors to improved leadership, engagement and self-development
- Analyzed site performance metrics, created and communicated action plans to operations
- Partnered with the operations manager to restructure site promotion process including timelines, rankings, development plans, and promotions to ensure a seamless movement into future roles
- Partnered with Finance/Senior Leadership team to develop staffing plans that align with regional goals

PROGRAMMING PROJECTS

Project Title: ATM Banking Program

- **Description:** Designed an ATM system in C++ allowing users to perform banking transactions.
- **Key Features:** Account management, withdrawal, deposit, and security protocols.

Project Title: Rock Paper Scissors Game

- **Description:** Developed a console-based Rock Paper Scissors game using C++ with user input and.
- **Key Features:** Interactive gameplay, decision-making logic, user vs. computer mode.

Project Title: Quiz Game

- **Description:** Created a quiz game in C++ featuring multiple-choice questions with scoring.
- **Key Features:** Question database, user input validation, scoring system, feedback on correct/incorrect answers.

Project Title: Tic Tac Toe Game

- **Description:** Implemented a classic Tic Tac Toe game in C++ with a command-line interface.
- **Key Features:** Two-player mode, game grid display, win/lose conditions detection.

CERTIFICATIONS & AWARDS

- Presented multiple Amazon Awards (Elevation “19” Employee Spotlight “22”, Leadership Principle “21”)
- B1 Intermediate Spanish proficiency