

NEANA DELRIO

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"A self-motivated, dependable problem solver with a knack for getting all the facts to make sound decisions"

Summary of Qualifications

- Aspiring cloud professional with a recently completed Master's in Information Systems Management concentration in Information Security.
- Self-motivator, who has a passion for information technology, talent for problem-solving, and works well under pressure in a fast-paced environment.
- Ability to identify opportunities to improve business processes and propose a potential incident response action plan.
- Embraces diverse people, thinking and styles.
- Proven track record for complying with a safety conscious environment.
- Demonstrated background of exhibiting exceptional organization & critical thinking skills, outstanding leadership ability, time management and strong practical and customer service skills.
- Ability to work collaboratively through verbal and written communication in team environments and ability to handle multiple tasks to meet desired goals and deadlines while motivating others.
- Proficient with Computer applications and/or systems; Cloud, Windows, Linux & Microsoft Office Suite.

Certifications:

CompTIA	Atlanta, Georgia
Security+ Certification	May 2021
Microsoft Technology Associate (MTA:98-349)-Certified	Atlanta, Georgia
Windows Operating System (OS) Fundamentals	February 2021

Professional Development

- Attended 5 ongoing learning information & industry professional development conferences & seminars in the last 4 months including; IBM (Your Think Digital Event), Wild West Hackin Fest, AfroTech, Google Cloud Speaker Series and Google Cloud Next.

Education

Google Sponsored Cloud pilot program	Atlanta, Georgia
Fellow	July 2021-Present
Keller Graduate School of Management	Atlanta, Cobb-Galleria
Master of Information Systems Management	June 2020
Information Security Specialization	
CGPA:4.00/4.00	
University of Nevada	Las Vegas, Nevada
Bachelor of Arts (BA) in Criminal Justice	August 2004

Professional Experience

Cobb County State Court- Marietta, GA

4/2019 - Present

Probation Officer

- Responsible for a caseload of 150 high-risk individuals with a 0% error rate.
- Decrease recidivism by 50% by engaging and collaborate with community stakeholders to create a personalized behavioral support and wraparound service.
- Coordinate intake, maintain timelines of court orders, generate monthly reports, accurately inputs data in case management system as well as information retrieval to accelerate terminating cases by 20%.
- Make risk-based decisions in compliance with company, legal, and regulatory requirements.
- Formulates case plans through strong written and verbal communication; establishes goals and sanctions to ensure 100% success rate.
- Effectively collaborating with others, including stakeholders from other departments successfully leveraging resources to minimize client barriers to increase productivity by roughly 25%.

Dept. of Juvenile Justice- Tucker, GA

02/2017-04/2019

Juvenile Probation Officer

- Selected as 1 of 5 to participate in a Law Enforcement Appreciation Day ceremony held at the State Capitol with Governor Deal.
- Handled 30+ client interactions per day, giving detailed, personalized, friendly and polite service to ensure comprehensive understanding of terms and conditions.
- Used internal/external technology sources and contacts to gather comprehensive evidentiary materials.
- Assumed role of liaison between new hires and management. Consulted on the onboarding process, streamlined training, and increased feedback to drive engagement, performance, and retention.
- Maintained integrity by auditing and analyzing varied data sets to compile clear, concise dispositional reports to adequately propose a recommendation.

Dept. of Juvenile Justice- Las Vegas, NV

09/2005-09/2016

Juvenile Probation Officer II

- Successfully supervised 4 officers on a high-volume/high-risk team.
- Set knowledge base strategic direction, resolved inhouse problems and provided guidance to promote teamwork.
- Maintained all case management activities for 100-150 cases to include necessary documentation, written reports and referrals to appropriate services.
- Implemented new tracking systems to reduce operational risk, increase efficiency in case assignments, and increased face to face time with offenders by 70%.
- Conducted audit planning which led to the development of an onboarding system to enhance accountability by 50%.
- Verbally presented ideas articulately and persuasively to varied audiences on behalf of community outreach groups to increase collaboration by 50%.