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# Experience

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| January 2022 – December 2022Encompass Application Support Analyst, IT Department,Evansville Teacher’s Federal Credit Union (now Liberty Federal Credit Union) Provided support for mortgage department users through a ticketing system. Supported software including ICE mortgage technologies such as Encompass and Velocify. Other software includes Equifax, Optimal Blue, and Lenderlink. Helped to manage end users and their accounts. Worked on projects to help improve the various software. January 2021 – January 2022Technology Specialist, IT DEpartment, Evansville Teacher’s Federal Credit Union Provided basic help desk support to all credit union employees through a ticketing system while also participating in the technology builds of new branches, assisting in the infrastructure needs of the branches in the Louisville area, and providing support to the facilities department at the Louisville branches. |
| July 2019 – January 2021Mortgage Loan Processing Assistant, Liberty Financial, a Division of ETFCU Worked with loan officers, processors, and underwriters to manage the loan in its entirety with added responsibility of keeping correspondence with borrowers to ensure a smooth loan process. January 2017 – July 2019Loan Originator Assistant, First Community Mortgage Assisted loan officer and processing personnel in all aspects of the mortgage process from reviewing files, requesting documents, corresponding with the necessary servicers, and managing the overall lifespan of the loan. |

# Education

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| DECEMBER 2022 - presentFullStack Software Engineering Immersive, General ASsembly Remote 12-week Full Stack Bootcamp 2021Second Degree Bachelor oF Science, University of Maryland – Global Campus Major: Computer Networking and Cyber Security |
| 2016Bachelor of Arts and SciencE, University of South Carolina Major: Criminology | Minor Spanish  Member of Lambda Chi Alpha  Graduated with 3.5 GPA, Cum Laude |