Milana Campbell

Gaithersburg, MD | Milana.campbell@gmail.com | https://github.com/sunnycal | Linkedin.com/in/Milana-Campbell

Authorized to work in US for all employers. Seeking to expand upon my current knowledge and understanding of software engineering and mobile development (Android and iOS). Passion to utilize my training in software, hardware, and dynamic problem-solving skills in technology. Driven to be a part of a cutting-edge organization that encourages innovative thinking, recognition, and career development.

TECHNICAL SKILLS

Web Certifications Operating Systems/Mobile Technology

|  |  |  |
| --- | --- | --- |
| HTML  CSS  JavaScript  JQuery GitHub     | HTML5 CompTIA A+ Linux Safari  Visual Studio.NET Dell DCSE 1000  Ubuntu Android SDK  Adobe Photoshop HP ElitePad Service SupportWindows (all versions) Google Maps API  WordPress  IBM Logistics Mac OS X 10 Technical Writing  AWS Google Analytics IQ Remedy  Avid Digital Editing Android |  |

EDUCATION AND TRAINING

* 2016, Computer Institute, Rockville, MD - CompTIA A+, Network+, and Security+ Training
* 2016, Montgomery College, Rockville, MD - JavaScript
* 2015, Lockheed Martin, Rockville, MD- LM Captures CRM
* 2014, Fred Pryor Systems, Jessup, MD- Advanced Excel
* 2007, Towson University, Towson, MD- Project Management Professional Certification
* 1999, Avid Technologies, Burbank, CA- Avid Video and Audio Editing
* 1996, Howard University, Washington, DC- Bachelor of Arts Communications; Minor Theater

**WORK EXPERIENCE**

**Tier 3 Application Support Specialist**

**World Wide Tech Services**- **Virginia**

**September, 2016- Present**

 Communication: front-line representative to end-user community and is responsible for delivering high quality support services. Perform trouble-shooting and diagnostic services to resolve Incidents and Requests. The services performed by the Provide first and single point of contact support to users via phone, email, voicemail, fax, Skype for Business, Employee Self-Service. Create, update, resolve, or escalate, Incidents and Requests ticket in a timely manner based on Service Level Agreements (SLAs). Assist users with activating and troubleshooting mobile devices such as Blackberry, iPhone, and iPads  
Provide follow-up statuses regarding critical problems and system outages to users and support partners in accordance with specified support policies and procedures.

* Improve knowledge of, and ability to operate, all support tools and technologies. Keep up-to-date on status of system changes and processes and procedures. Provide Incident & Request resolutions. Provide detailed responses of a technical nature to client requests via phone, email, instant messaging and online ticketing application in a professional and timely manner; proactively and effectively communicate with team members on different shifts; ability to work with customers who are system administrators for one application, and end-users for two other applications, some of whom are VIPs.

 Analysis: Analyze, troubleshoot and resolve issues with supported Windows and Mac applications and environment; use creativity to produce immediate workarounds for users; be able to isolate the issue if escalating to other teams.

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**WORK EXPERIENCE**

**Telecommunications Specialist**

**Freddie Mac**- **Virginia**

**August, 2016**

* Responded to trouble tickets Net voice and data platforms to identify, troubleshoot, and repair cabling, re-terminate modular jacks, replace equipment, and interact with Tier II Avaya and Cisco Telecommunications Specialist with regard to programming issues related to ISDN, Avaya, and Cisco phones. Provided support services in assisting the Installation and Inventory Supervisor with special projects by performing duties of identifying active circuits, inventorying equipment at workstations, and testing modular jacks of existing infrastructures for system upgrades, retrofits, and cutovers.

**Data and Business Analyst**

**Lockheed Martin- Rockville, MD**

1. **- 2016**

* Overall 6 years of professional experience as Data Analyst/Data Scientist and Business Analyst. Expert in Big Data Analytics performing quantitative/qualitative analysis. Experience in developing code in R, Python and SQL for data analytics and analysis; Experience in implementing data visualization and dashboard solutions; Familiarity and working knowledge of Big Data technologies such as Hadoop and Spark; Experience in generating/structuring data models required for statistical analysis using R; Ability to play with a laundry list of variables and data coming from multiple sources;  Excellent problem-solving, teamwork and collaboration skills;  Ability to analyze and draw conclusions from a variety of information and articulate complex issues to decision makers;  Dedicated, quality-focused and demonstrated ability and interest in learning new skills;  A strong team player and able to work well on a large multi-functional distributed team.
* Gathered data requirements around new data sources and new uses for existing data sources;   
  Participated on cross-functional project teams to identify critical requirements from a reporting perspective.   
  Acquired data from multiple sources and prepared data for further analysis; Worked on customer data related issues and worked on project resolution in collaboration with development teams; Involved in discussions with business partners to identify questions for data analysis and experiments; Met with SME to gather information, designed/created process maps; process flows, swim lanes using Visio and Worked with business managers/leaders; reviewed business and system requirements; Acquired data from primary or secondary data sources and maintain databases/data systems  Identify, analyze, and interpret trends or patterns in large data sets.

**Additional Information**

* PROGRAMMING SKILLS/TOOLS   
     
  Business Skills: Business Process Analysis & Design,   
  Methodologies: Agile    
  Languages: R, Python, SQL, HTML/HTML5, CSS/CSS3, JavaScript and XML   
  Tools: Google Analytics   
  Database: MySQL, Oracle, MS SQL Server, MS Access   
  Operating Systems: Windows Vista, Windows XP, 2000, NT, UNIX. and MS-DOS.   
  MS Office tools: Outlook, MS Word, MS Excel, MS Visio, MS SharePoint, MS PowerPoint.