

Profile

Dynamic and analytical professional leveraging experience in IT support. Proficient at troubleshooting issues and repairing technical errors. Well versed at performing data entry tasks and updating databases. Strong leader adept at training teams and supporting new starters. Demonstrates ability to operate in fast paced, high pressure environments. Bilingual; fluent in both French and English.

Technical Proficiencies

Software:	SQL, PHP, SAP
Hardware:	Tech Support, Troubleshooting, Network configuration
Operating Systems:	Microsoft Windows, Apple iOS
Languages:	Imaging HTML, JavaScript

Career Experience

Byte Back – Washington, DC IT specialist, Internship

06/2021–08/2021
06/2020–08/2020

Supported clients with technical issues, software issues, and browser issues. Conducted trouble shooting to identify and resolve technical issues. Installed software on both client and company desktops and laptops. Planned and hosted zoom training sessions for beginner students. Performed data entry tasks using sale force.

- Demonstrated proficiency in Windows and Mac OS.

Deputy Mayor for Planning and Economic Development (DMPED) – Washington, DC Internship, Information Technology Department

06/2019
08/2019

Supported staff with technical issues, software issues, and browser issues. Performed troubleshooting to identify and resolve technical problems. Collated sensitive data and accurately entered information into database.

- Gained experience with remote desktop applications and help desk software.

Department of Consumer and Regulatory Affairs (DCRA) – Washington, DC Internship, Information Technology Department

06/2018–08/2018
12/2016–08/2017

Assisted staff via help desk to reimage and rename computers. Trained, led, and supported new interns. Identified and repaired faults. Installed new software on staff computers, updated and maintained staff computers, and performed upgrades. Complied with processes and procedures.

- Exhibited outstanding attention to detail and brilliant problem-solving skills.

Identified hardware and software issues, performed troubleshooting to classify technical issues, repaired faults, and resolved network issues. Efficiently reimaged staff computers. Maintained compliance with operational policies and procedures.

- Demonstrated excellent interpersonal skills and exceptional written and verbal communication.

Education

Bachelor of Art in Interdisciplinary Studies (specializing in Information Technology), In Progress
Salisbury University – Salisbury, MD

Certificates & Programs

Certificate of Achievement for Job Readiness Program, Continental Societies, Inc. (2017)
College Prep and Career Readiness Program, Escalera Program at Mary's Center (2015-2016)

Honors & Distinctions

Scholarship recipient, David M. Rubenstein Scholarship Program, The Economic Club of Washington, D.C. (2017)
Member of the National Honor Society 2014-2017
Member of the National Society of High School Scholars 2014-2017

Extra-curricular Activities

Member of Club Soccer (2017– Present)
Co-founder of The Recycling Club at Calvin Coolidge High School - Encouraging Sustainability (2016 — 2017)

Community Service & Volunteer Work

Salisbury Soccer Club Neighborhood Cleanup, 2017, 2018, 2019
Capital Food Bank, 2015
Martha's Table, 2015
So Others Might Eat: Behavioral Health Services, 2015

Languages

English – Fluent
French – Fluent