Tyasia Holman

347-792-3115 | tyholman1@gmail.com | Atlanta, GA
www.linkedin.com/in/tyasia-holman

Summary

Diligent and passionate entry-level software engineer with a strong foundation in coding and problem-solving, honed through rigorous training at Per Scholas bootcamp. Eager to contribute innovative solutions and collaborate effectively in a dynamic team environment.

Technical Skills

HTML	Git	React
Desktop Support	Node.js	GitHub
JavaScript	NoSQL	Windows OS
Office 360	VPN	Java
Redux	Linux	RESTful API
SQL	Software	CSS
Networking	Development	Active Directory
LAN	Express	Project Management

Education

Professional education in Software Engineering
Per Scholas - Atlanta, GA - March 2023 to Oct 2023
Comptia A+ in Information Technology
Per Scholas - Atlanta, GA - May 2020 to Aug 2020
Associate in Computer Information Systems
Dutchess Community College - Poughkeepsie, NY - Aug 2014 to Sept 2015

Experience

Help Desk Analyst II | **Stefanini IT Solution** | Atlanta, GA| July 2022 to Nov 2022
- Provided technical end-user support via telephone, email, or web chat
- Responded to end-user problems based on SLA
- Corrected track incidents and calls, including but not limited to entering data into the database timely and accurately

Junior Salesforce Administrator | **Genspark** | Atlanta, GA | Nov 2021 to May 2022
- Worked on Roles, Profiles, User Setup, Permission Sets, Login History, Queues vs Public Groups, User login issues and Restrictions in Salesforce
- Designed Profiles, Roles based on Organization role hierarchy, implemented Record and Field-Level security and configured their sharing settings
- Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates.

Service Desk Analyst II | **Fulton County Government** | Atlanta, GA | June 2021 to Oct 2021
- Imaged laptop and desktop computers using PXE
- Provided technical resources to over 20,000 users over the phone and in RemedyForce ticketing system
- Use Active Directory to unlock, reset passwords and create accounts

Help Desk Analyst | **F2ONSITE** | Atlanta, GA | April 2021 to June 2021
- Troubleshoot network connectivity issues, working with remote employees on Virtual Desktops
- Develops and sustains a productive customer relationship, making the customer and their needs a primary focus
- Escalates complex problems to the Remote Support Engineering staff or Field Engineering when appropriate

Freelancer | **Pro Nrd** | Atlanta, GA | Feb 2019 to April 2021
- Troubleshooted and repair desktop computers, Macs and repair printers and thermal printers
- Traveled to clients locations around the Atlanta area to repair and install desktops, peripherals, and printers

Senior Analyst | **ChartRequest** | Atlanta, GA | March 2019 to July 2019
- Assisted clients and customers over the phone, chat and ZenDesk
- Provided support to over 200 clients with submitting medical records via fax and chat

Switchboard Operator | **HealthQuest** | Poughkeepsie, NY | Feb 2016 to Aug 2018
- Collaborated with the IT Department to provide callers in the Greater Hudson Area while responding to all in-coming and out-going calls and messages
- Responded to emergency codes such as Code Blue and Rapid Response with urgency