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Summary:

Information Technology Professional and Military Veteran with an Active Secret Security Clearance leveraging over 9 years of proven experience in the United States Army. Possesses a comprehensive background in network implementation, management, and troubleshooting. Oversaw equipment valued at over $1.5M while managing risk, safety, and quality assurance. Exceptional relationship builder with keen skills, high levels of initiative, attention to detail, and a commitment to excellence and growth. Experienced manager of complex teams responsible for a myriad of programs and projects in demanding operational and developmental environments. Recipient of multiple high-level awards for exceptional professionalism.

EDUCATION:

Undergraduate Degree:

Bachelor of Business Administration   May 2024
University of Maryland Global Campus   Adelphi, Maryland

EMPLOYMENT HISTORY

ERA Solutions/WPConnects | Remote   **Oct 31 2022 – Jan 20 2023**
WordPress Developer - Intern
Trained in the understanding and proficiency of WordPress technologies. Delivery of scalable website development systems to end users. Daily tasks consisted of practicing design implementation, Agile and Scrum concepts, debugging, c-panel use, database setup, tools and techniques applicable to WordPress, GitHub use, search engine optimization, Jira and Kit applications, and team project building. Skilled and experienced in business communication and team building in professional environments.

- Hands-on learning with expert mentors during labs, prep, project wizard and naming, fundamentals, test work
- Information gathering; prioritize tasks, determine scope of the project, development, test and deployment, and project life cycle
- Analyze user requirements for manageable objectives and outcome
- Set up WordPress locally and remote connected to host servers
- Forward thinking; envision system features and functionality
- Develop and test WordPress Sites to ensure continuity
- Ensure a detailed design documentation
- Identify and resolve technical issues during the build, test, and management phases
- Provide deep understanding and expert knowledge on WordPress suite applications
- Always learning to have extensive development knowledge and experience

- HTML, CSS, Knowledge of agile and waterfall
- WordPress: Elementor. UI/UX analysis and design according to the requirements of a client.
- Agile and waterfall development, Completed a 4-page WordPress website built from start to finish. Customer service.

United States Army- Grafenwoher, Germany December 2019- Current
Operations Assistant Manager
- Served as an Operations Assistant Manager for an organization consisting of over 340 employees; responsible for reciprocal communication and coordination between higher, lower, supporting, supported, and adjacent organizations.
- Developed and implemented a tracking system utilizing Microsoft Office 365; facilitated the collection of 104 weeks of directives, schedules, and informational data.
- Managed user accounts, troubleshot system applications, and generated data reports from the Digital Training Management System (DTMS); increased department performance by 50%.

United States Army- Joint Base Lewis- McChord, WA April 2017- December 2019
Fire Control Supervisor
- Supervised and mentored 16 staff members on planning, creating, and implementing communication networks with equipment valued over $2M.
- Troubleshot hardware, software, databases, and communication equipment ensuring continuity between networks and systems were handled in a timely manner.
- Briefed executive managers on all operation matters, statuses, and timelines; provided recommendations to improve the organizations overall performance and workplace environment.

United States Army- Camp Casey, South Korea April 2016- April 2017
Fire Control Assistant Supervisor
- Monitored the employment of the Automated Field Artillery Tactical Data System (AFATDS); oversaw data entry of computational data processing between US, multinational, and partner forces.
- Supervised and trained 8 team members on conducting communication equipment set up, network operations, and computational data processing during a fast paced and team oriented workplace environment.
- Collaborated with internal support departments to develop training on the utilization and troubleshooting of the AN/PRC-150 High Frequency Radio equipment; increased the organization's communication capabilities by 75%.

United States Army- Fort Sill, OK November 2013- April 2016
Technical Specialist
- Provided technical data processing expertise and assisted in training onboarding personnel; monitored data transmissions on military software and ensured it was quickly relayed to the proper department.

- Confirmed program objectives were being met in a timely manner; adhered to company policy, while reacting to changing priorities in a dynamic environment.
- Selected as Employee of the Month, demonstrated extensive knowledge of various military topics, communication skills, and problem solving.