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**Overview**

Opportunity to contribute to an energetic technical project team that focuses on delivering challenging results and making significant contributions that help others be successful and meet agreed upon business objectives. I enjoy working with people and being part of a successful team. Key Strengths:

* Lead cross functional teams to deliver stated results and improve processes
* Identify key project milestones and tasks required to complete work objectives
* Establishing relationships with others and effectively communicate progress to ensure common goals are met
* Key contributor on high performing, fast-paced organization/team
* Energetic and passionate about people and success

**Selected Achievements**

* Currently managing several Tier 1 and Tier 2 clients at IDology by serving as the main POC for these clients.
* Responsible for integrating IDology software with client applications through API integrations
* Responsible for upselling products to existing clients at IDology by making sales-based calls and outlining product capabilities to clients
* Was responsible for monitoring and remediating any misuse of Highly Restricted or Confidential data within the Coca-Cola Company.
* Worked with the following departments to ensure data integrity was upheld: Finance, Mergers and Acquisitions, IT, and VIP Support.
* Provide high visibility project management for multi-national client technology support organizations. Worked across multiple technology projects and teams at The Coca-Cola Company to provide key project milestones and deliverables for various support and technical deployment programs. Key projects and activities included Wi-Fi deployment, device and security provisioning, application audits, process engineering and key customer support improvement.

**EDUCATION / DEVELOPMENT/CERTIFICATIONS**

**Bachelor of Business Administration** – **Business Systems and** **Entrepreneurship, LaGrange College** 2012-2016

**-CompTIA Network+ n10-007 Certification  
-Microsoft Technical Certification – IT Infrastructure, Security, Mobility and Device Configuration**

**-ITIL Certification – Foundation  
-Microsoft Office Specialist Excel 2016 certification  
-Python Data Structures and analytics   
-Introduction to Structured Query Language (SQL)**

**-Honor Council Workshop Training- ethics and leadership**

**-Honor Board Review Member – LaGrange College**

**Experience**

**Customer Solutions Consultant, IDology**March 2020 – Current  
  
I currently work with the Customer Consultant department at IDology. Within this role, I interact daily with our company clients and assist with any client needs related to software troubleshooting and product implementation. I also personally manage several higher tier IDology clients across several different industries and serve as the main POC for these clients should they require assistance.  
  
I am also responsible for making upsells to existing clients and making sales-based calls where I demo our full product suite to clients and make product recommendations.

Through this role, I have gained vital experience using tools such as Jira, Confluence, Excel, and Postman. In additional to these tools, I have gained immense insight into understanding how to successfully integrate our product API’s with our client applications.  
  
Also, one week out of the month I am responsible for providing 24/7 support to clients should any issues arise with our software. This aspect of my job requires me to understand how to appropriately schedule and lead meetings with clients from different countries and time zones.

**Fraud Detection Analyst, IDology**February 2019 – Current  
  
Using internal applications at IDology, as well as Microsoft based tools for analytics such as Excel, I analyzed data provided by clients to identify fraudulent trends and patterns.

I also performed routine fraud studies and product demos for our clients to assist them with configuring their software to help prevent current and future fraudulent behavior. Through this role I have gained vital knowledge around data analysis to make responsible recommendations to clients for preventing fraud. **Information Quality Assurance Analyst, Consultant at the Coca-Cola Company**

May 2017 – February 2019

I worked with the Data Loss Prevention group at Coca-Cola to ensure all current employees and contractors complied with our internal security policy.

I also assisted with opening inquiry investigation for high-risk employees suspected of maliciously taking company data. I also assisted with gathering relevant information related to the employee to assist with formal investigations carried out by investigators within our group.   
  
Additional responsibilities included using VBA to automate processes within our group, running workshops for Coca-Cola departments to educate employees on Coca-Cola security policies, and handling projects within our department by incorporating internal Coca-Cola and agile project management methodologies.  **IT Software Tester – Consultant at the Coca-Cola Company** February 2017 – May 2017  
Assisted with the deployment of new applications within Coca-Cola. Typical duties involved interacting with users to ensure all new applications worked appropriately through manual testing and routine audits.

If issues were to be found during testing, I was then assigned to work directly with our internal development team to troubleshoot and patch any effected applications.

Requirements for the job included utilizing internal Agile methodology, MS Excel, and MS SharePoint to coordinate the implementation of new applications within the company.  **Project Manager, Consultant at The Coca-Cola Company** Sept2016- January 2017

**Atlanta, Georgia**

Managed cross-functional support and deployment projects across multiple business units. Project activities included, project resource coordination, work plans and timelines, status reporting to senior management and executing all critical project deliverables to support project goals and objectives. Balanced several different projects at The Coca-Cola Company utilizing standard methodologies and tools including Excel, MS Project, SharePoint and other Microsoft enterprise applications. Key projects include:

* Wi-Fi deployment and Upgrades
* Application owner identification and audit process to reduce support calls and times
* Cross functional process improvement for new technology rollouts
* Consolidated the status reporting process to improve quality and efficiency
* Analyzed service requests to identify trends and implement technical improvements to enhance customer call resolution process
* CCNA migration project – Device provisioning, data migration and security upgrades

Worked closely with the on-site IT support team and strategic vendors on evaluating current and upcoming technologies. Served as a consultant for the IT helpdesk responsible for asset management and global device support within the Company. Assisted with the VIP support team and worked directly with Coca-Cola executives to understand technology requirements.

**Technical Specialist Consultant/Intern, The Coca-Cola Company** January-December 2016

**Atlanta, Georgia**

Provided desktop and device technical support for a major technology upgrade project for multiple Coca-Cola bottlers and office spaces. Technical support included new device configuration and data migration, network access and device security upgrades, access management and end-user training. I also offered customer support through phone calls and meetings with clients after initial installation of devices.  
  
I also shadowed Sales Account Managers on location to understand the business and strict requirements for providing a high level of sales support to customers. Developed an in-depth understanding of effective customer communications, business plans, deadlines, and commitments necessary to support critical customer relationships.

**President, Delta Tau Delta** January 2015-January 2016

**LaGrange, Georgia**

Provide over-all leadership and accountability for all chapter responsibilities and activities.

Collaborate with college administration and leadership to ensure ethics compliance, yearly operating plans, and strategic growth plans. Worked closely with the Delta Tau Delta National Office and member to discuss the state of the chapter and continuous development regarding professional growth and community out-reach.

**Skills**

* Mobility and Device Technology, Security Concepts, Cloud computing and I/T Infrastructure
* Accounting, Statistics and Analytics
* PowerPoint, Excel, MS Project
* Project Management Fundamentals
* API integrations with client applications
* Business Planning and Budgeting
* Upsells
* I/T Service Management
* Corporate Strategic security

**Community Service**

Continue to develop community relationship skills and strong desire for outreach and volunteer services. I am a regular contributor for Habitat for Humanity and continue to provide volunteer services for various local programs in the community.