

Ashanti Terrell

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CAREER OBJECTIVE

Results-oriented result-driven, and creative with five years of experience in Coordinating, technology and Inside Field Management. I am looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization. Aiming to leverage my skills to successfully fill the role at your company.

EXPERIENCE

CRIMINAL INFORMATION SYSTEMS TECHNICIAN

Fulton County Jail, Sheriff's Office 10/2021 – Present

- Processes inmates into the jail, updating inmate records with court dispositions and criminal arrest warrants
- Schedules and/or prepares the Court calendar for detainees' court appearances
- Manage sensitive GCIC databanks via GCIC/NCIC terminal computer to other law enforcement agencies.
- Clears/removes all invalid warrants from the GCIC/NCIC computer terminals
- Conducts Criminal History background investigations using the GCIC/NCIC computer terminals.
- Respond to regular queries and complaints in person, over the phone, by email, or by mail; study problems and commence problem resolution; refer complex complaints/problems to relevant staff. Processes a variety of documents related to department operations in a timely manner and in accordance with established protocols.
- To complete work assignments, operate or use various equipment and supplies; operate a personal computer to enter, retrieve, review, or modify data using word processing, spreadsheet, database, presentation, internet, e-mail, or other systems and software; and operate general office equipment as needed to complete essential functions.

FIELD RESOURCE COORDINATOR

Cubic Transportation Systems 03/2021 – 10/2021

- Coordinated, performed, and tracked quarterly face-to-face visits and monthly phone contacts
- Documented activities and completed paperwork outlining assessments, findings and recommendations.
- Performed data entry with speed and accuracy.
- Remote Trouble shooting with software and hardware.
- Send, make, update, closed, and resolve tickets through ServiceNow.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Proved successful working within tight deadlines and fast-paced atmosphere.

TECHNICAL SUPPORT TRAINER

Diversified Technologies LLC, Sep 2020- Jan 2021

- Conduct training needs assessment by collecting information pertaining to work procedures, workflow, technical tasks and reporting requirements, understanding job-specific functions and tasks.
- Train multiple classes daily in technical tasks to set up, maintain and close the voting system devices in a single polling place.
- Review, prepare and package Quick Reference Guides into a useful and efficient collateral reference for FSTs to utilize effectively on Election Day. Maintains safe and healthy training environment by following organization standards and legal regulations.
- Conduct training classes by presenting job-specific, company-specific, and situational specific use of the devices comprising a polling location.
- Educate FSTs in operation of equipment following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; resolving issues and reporting status of activities

MOREHOUSE COLLEGE, Atlanta, GA

Communication Operator, Jul 2017 - 2021

- Question callers to determine their locations, and the nature of their problems to determine type of response needed.
- Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information and after hours calls for departments within a city.
- Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
- Record details of calls, dispatches, and messages.

LMI SYSTEMS INC

Inside Field Manager, Feb 2014 - Jul 2017

- Coordinate a team of engineers by scheduling their travel, arranging employee-client meetings, and even managing the fleet of company vehicles that are needed on the site. The latter responsibility includes vehicle maintenance and repair reporting.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Manchester, MN

Completed coursework towards Bachelor of Science in Information Technology Robotics & Artificial Intelligence (Jul 2020 – Graduate April 2023)

- **GPA:** 2.8
- **Relevant Coursework:** Bus Systems Analysis/Design, R script, Python, C++, and HTML
- **Awards & Honors:** President List Fall 2019, Dean's List Summer 2020
- **Extracurricular Activities:** The National Society of Leadership and Success Member

ADDITIONAL SKILLS

- Communication
- Customer service
- Leadership
- Management skills
- Problem-solving
- Proficient in Microsoft Excel
- Proficient in Microsoft Windows 365
- Python

CERTIFICATIONS

- GCIC/NCIC Certification