

LAYKEITHA BATEMAN

Douglasville, Georgia 30122

470-549-9141 - ms.bateman79@gmail.com - WWW: [Bold Profile](#)

PROFESSIONAL SUMMARY

Seasoned IT Project Manager lends unique oversight for critical info technology programs. Resourceful, tech-savvy approach honed over more than four years toward handling complex hardware and software installations. Offers insight into IT equipment planning, installation, troubleshooting, and maintenance. Provides expert navigation to avoid risk associated with cost, allocation, and technical considerations. A dedicated Supervising Dispatcher takes a hands-on approach to running problematic information technology projects. Boasts over four years of experience overseeing technical and planning aspects of tech deployments, installation, maintenance, and troubleshooting. Particular focus on juggling cost-benefit analysis and technical requirements. Conducts formal project reviews and assessments to meet strict organizational and regulatory expectations. Seasoned IT Project Manager lends unique oversight for critical info technology programs. Resourceful, tech-savvy approach honed over more than years toward four handling complex hardware and software installations. Offers insight into IT equipment planning, installation, troubleshooting, and maintenance. Provides expert navigation to avoid risk associated with cost, allocation, and technical considerations. Dedicated [Job Title] takes a hands-on approach to running problematic information technology projects. Boasts over four years of experience overseeing technical and planning aspects of tech deployments, installation, maintenance, and troubleshooting. Particular focus on juggling cost-benefit analysis and technical requirements. Conducts formal project reviews and assessments to meet strict organizational and regulatory expectations.

SKILLS

- SEIM tools
- IT Infrastructure Management
- Foundations of Cybersecurity
- SQL and Python
- Linux
- Playbooks

WORK HISTORY

01/2021 to 08/2024 **Fulltime Student**

Georgia State University – Atlanta, GA

- While attending Georgia State University, I wrote several papers, maintaining accuracy and meeting project deadlines
- I learned to work as a team by completing collaborative discussion boards and projects with fellow students
- I completed several classes involving Digital crime: CRJU 3405, Media Cultures and Society; CRJU 3610, Statistical Analysis in Criminal Justice; Campus Security; and CSC 1010, Computer Science Applications

- I learned to create presentations, communicate, and build relationships with executive faculty.
- Followed school and classroom policies, regulations, dress codes, and schedules.
- Collaborated on group projects to complete professional deliverables.
- Enhanced classroom experience by utilizing multimedia presentations and interactive learning tools.

01/2024 to 03/2024 **Internship District Attorney's Office**

Douglas County District Attorney's Office – Douglasville, Georgia

- Assist the prosecuting attorneys, organize and maintain restricted files, Manage complex calendars for attorneys for preliminary bond hearings, attend State Court hearings for first appearances, and attend Superior courtroom trials
- I learned the processes of the Superior Court by attending murder trials in the Superior courtroom and on jail calls.
- My security Awareness training is complete, as is my attendance at Jury Panel selection and voting.
- I have also Completed Victim Advocate training, Victim Advocate Research, a Pre-charge conference, and a charge conference
- Attending Grand Jury Duty selection, received training with the Victim Advocate Director, manually filing expungement files in the filing room, removing GCIC, shredding GCIC, and filing the restricted files in the filing room.
- Supported staff members in their daily tasks, reducing workload burden and allowing for increased focus on higher-priority assignments.
- Gained valuable experience working within a specific industry, applying learned concepts directly into relevant work situations.

01/2015 to 01/2019 **Supervising Dispatcher**

Athens Transit Bus Station-Athens, GA – Athens, Georgia

- Delegates and/or assigns and prioritizes work in keeping with employee skill levels, workloads, and coverage areas
- Approves leave for other workers in consultation with the District Manager
- Communicates the organization's goals and objectives to staff
- Monitors progress and productivity of assigned staff
- Evaluate programs, procedures, and processes interim, as designated by the supervisor
- Addresses or resolves problems between clients and staff
- I created Microsoft Office Excel to create General Accounting, General Ledger analysis, collections, invoices, balance sheets, bank reconciliation, cash accounting, and accrual accounting
- Conducting supervision of 30 bus drivers, using a navigational system to provide the location of staff and passengers, dispatching appropriate personnel to the accident scene and for buses experiencing mechanical difficulties
- Conducted video surveillance security, radio communication with drivers and route supervisors to provide emergency assistance, and disciplinary reports for staff if necessary

- Organized sales for purchasing bus tickets and deposits, maintained money in the cash register.
- Supported business growth by successfully managing the integration of additional territories into existing dispatch operations while maintaining service quality levels.
- Analyzed key performance indicators to identify areas for improvement in dispatcher operations, driving continuous process enhancements.

01/2013 to 01/2015 **Correctional Officer**

Sumter County Correctional Institute -Americus, GA – Americus, Georgia

- Conducting interviews and Investigations of inmates, utilizing Microsoft Office Suite, writing disciplinary reports of inmates' behavior
- Organized supervision and count procedures of 200 inmates daily to provide welfare of inmates' safety and security for the community
- Providing emergency assistance using radio communications codes to supervisors
- Conducting searches on inmates' and visitors' persons and property for contraband to provide security.
- Enhanced inmate safety by conducting thorough cell searches and confiscating contraband items.
- Handled emergency situations calmly under pressure, utilizing crisis intervention techniques to maintain order within the facility.
- Managed high-risk situations with professionalism and composure, ensuring the safety of all involved parties.

11/2006 to 04/2008 **Supply and Logistics Clerk**

United States Armed Services- Army - El Paso, TX – El Paso, Texas

- Organized and installed office supplies and equipment, providing maintenance and inventory on weapons, issuing and receiving M-16s to secure and control ammunition and distribution of weapons
- Maintained clothing records to keep records of receiving items
- Operating unit-level computers to maintain records of accounts payable and receivable using Microsoft Office Software
- Provided 12-hour duty security services by conducting foot patrol security to ensure the safety of cadets inside the barracks, cleaning supplies, and supervising recruits in the single-man barracks and for the facility as necessary.
- Worked with vendors to schedule daily pickups and weekly deliveries.
- Supported warehouse safety compliance by adhering to established protocols and reporting potential hazards promptly.
- Facilitated communication among team members to solve complex technical challenges efficiently and effectively.
- Streamlined project delivery by implementing Agile methodologies and improving collaboration among team members.

EDUCATION

08/2024

Bachelor of Science: Criminology

Georgia State University: Andrew Young School of Policy Studies - Atlanta, GA

- Dean's List [Spring 2023]
- Dean's List [Summer 2024]
- [Veteran Affairs Advisory Board of DeKalb County]

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- [State Farm] [Laykeitha Bateman]
 - Relevant Coursework: [CSC 1010 Computer Science Application1010]
 - Relevant Coursework: [CRJU 3405 Digital Crime Problem]
 - Relevant Coursework: [CRJU 4900 Campus Security]
 - Relevant Coursework: [CRJU 3610 Statistics in Criminal Justice]
 - Relevant Coursework: [CRJU 4170 Victimology]
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- [3.65] GPA

08/2023

Associate of Applied Science: Criminal Justice

Georgia State University: Andrew Young School of Policy Studies - Atlanta, GA

REFERENCES

- Dr. Ellen Ballard, Georgia State University, eballard4@gsu.edu
- Dr. Teresa McCook, South Georgia Technical, tmccook@southgatech.edu
- Dr. Jim Helms, Georgia State University, jhelms8@gsu.edu
- Dr. Lisa White, Chair Athens Technical College, lwhite@athenstech.edu
- Dr. Tasha Ramirez, Georgia State University Statistics, tramirez3@gsu.edu