

NATALIE ROSE

INFORMATION TECHNOLOGY

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11-17 Chelsea Avenue, Kingston

+ SKILLS SUMMARY

ADMINISTRATION

Provide administrative support to the Dean and the Associate Vice President to improve standard operating procedures for the department. Develop training plans for staff and work with staff members to further the department's mission by participating in strategy management and leading relationship management with external vendors and software partners (CompTIA and Fortinet). Identify IT and data projects necessary to meet the strategic and shape policies. Liaison between the recruitment, examination unit and marketing department to ensure proper communications and reporting practices to retain new and returning students. Plan and coordinate corporate presentations for related on-site executive meetings. Process semester expense reports reflecting supporting documents and budgets, prepare performance reviews, manage disciplinary issues, and participate in hiring procedures.

TECHNICAL

Self-motivated trainer, planner, and programmer with over 7+ years progressive experience in the software and technologies in Adobe Photoshop, MS Project, MYSQL, C#.NET, C, C++, Java, jQuery, Python and PHP. Planned and maintained schedules and construct completion dates and prepared contractually reports. Excellent communicator with the ability to construct curriculum development, Quality Assurance for exam scripts, data flow diagrams, and flowcharts. Practical knowledge in SCRUM, Agile development, Photoshop, Microsoft Project, Eclipse, Joomla, DevC++, CodeBlocks. Developed several programs include analyzing, designing, coding, testing and maintenance of the programs for teaching purposes to university students. Provided ways to improve and promote quality and conform to programming standards. Over 5+ years technical support in the software and hardware installation. Strong knowledge in the ability to install and upgrade application systems. Proficient in Windows 10, OS X, Server 2008, Microsoft Visual Studio, Microsoft Project, and Microsoft Office. Efficiently identifies problems using advanced troubleshooting skills.

ORGANIZATIONAL

Build excellent rapport and collaborated with customers and other departments. Review current practices throughout the department and improve result-driven processes. Perform superior work under the pressure of rigid deadlines and has a strong ability to handle multiple tasks. Mentored students in developing Apps for the Microsoft Imagine Cup and ACM-ICPC competitions.

+ EDUCATION AND TRAINING

PhD in Computer Science (Candidate)

The University of the West Indies (UWI)

September 2021 - Present

Master of Science in Information Technology

The University of Nottingham, England, U.K

December 2005

Bachelor of Science in Computing with Management Studies (Honors)

University of Technology, Jamaica

July 2002

Diploma in Computer Studies (Honors)

University of Technology, Jamaica

July 1999

+ WORK EXPERIENCE

**Head of Department – University of the Commonwealth Caribbean
Kingston, Jamaica** **May 2016 – Present**

In collaboration with the Dean's office, assisted in developing and implementing IT strategies for the Information Technology department by managing its operational plans to achieve the objectives, improve the core services, continuous standardisation, and manage the organisational effectiveness and risk management and resources. Aligning the IT and data strategies with the overall strategic plan of the department. Working with managers and key staff members by reviewing policies, identifying and prioritizing areas for improvement, assisting the HEP project team with scope definition and programme sequences and encouraging best practice change management. Serving as a project manager on critical initiatives in developing five (5) new HEP programmes and driving appropriate analyses, meeting project goals, managing the timelines and working with executives to implement the new programmes successfully.

- Develop recommendations and implement procedures related to IT governance, including purchasing computer hardware and software, installation, and security. Reviewing policy standards for the computer lab and courses that have practical components.
- Overseeing the data and database reporting mechanisms to ensure data integrity and maximizes the strategic reporting needs and inquiries.
- Collaborating with the Quality Assurance unit on policy compliance, risk assessment and data analysis.
- Developing relationships needed for projects and serves as liaison officer to several units.
- Conduct regular department and individual meetings to foster a team atmosphere with the institution. Conducting skills assessments and recommended training, assessing and assigning roles and responsibilities.
- Motivating team members and maximizing their individual and team contribution and professional growth.
- Pursuing training and education relating to Information Technology and leadership.
- Attending and speaking at conferences, developing project management skills and continually developing leadership skills.

**Legal Assistant - Law Office of David Glanzberg
Philadelphia, USA** **Oct 2015 – April 2016**

Created schedules in Microsoft Project to develop and maintain an electronic filing system, network, and website. Planning and scheduling and confirming court dates, appointments, and meetings. Assisted with the filing of court documents to the Federal and Municipal Courts. Requesting discovery materials and notes of testimony from the District Attorney's Office.

**Acting Head of Department - University College of the Caribbean
Kingston, Jamaica** **Feb. 2013 – Sept. 2014**

Developed Information Technology courses for students. Created instructional materials and content. Examined exam scripts and entry application for quality assurance (QA). Developed documentation and managed project schedules with the Caribbean Maritime Institute (CMI) School. Planned and led a team to prepare the logic program. Managed individual project schedules and integrated with the CMI master program schedule. Developed the IT club and mentored students to participate in regional and international competitions. With the use of MS Project, critical paths were identified and activities on the critical path were closely monitored. Taught courses in Internet Authoring II (PHP, CSS, MYSQL), Programming Paradigm (Ruby); Java; C++; Data Structure I & II, Computer Information Systems, Discrete Mathematics I & II. Create Storyboard in the development of major projects.

Adjunct Lecturer – University College of the Caribbean

Jun. 2007 – Jan. 2013

Lecturing part time in the following courses: Introduction to Computer Science; Database Management Systems; Data Structure and File Management; Data Communications and Network; Programming Techniques; Visual Basic Programming and Object Oriented Programming using C++.

Information Technologist – UWI Centre for Environment and Development Aug. 2000 – Aug. 2004

Provide Information Technology support for approximately two servers, thirty-seven computers and two laptops. Ensure availability, installation and deployment of appropriate software and accessories. Maintaining the Network Servers (Window NT and Windows 2000 Advanced Server). enhance security by monitoring the integrity of the system, protecting the network from hackers, viruses and worms. Regular inspection of electrical facilities, requesting corrective action as required and monitoring repairs to satisfactory completion. Creating a Visual Basic program that incorporates the SAMEER database. Software development and testing of the website which was integrated with Caribbean Sustainable Network. Assist in designing training courses in Information Technology.

+ VOLUNTEER EXPERIENCE

- Review the Associate’s and Bachelor’s degree policies and procedures for JTEC.
- Office of the Prime Minister: Interviewer for the position of Programmer Analyst.
- Ministry of Labour & Social Security: Interviewer for the position of Network Manager and Operation Manager
- Python programming instructor at the US Embassy Robeson America Library.
- Fixed PCs at Primary Schools (Pembroke Hall School and Bridgeport Primary School)
- Controlling all I.T. aspects of the Annual Jamaican Marathon held in Negril, Jamaica

+ CONTINUING PROFESSIONAL DEVELOPMENT

- Internet Society Chapter, Jamaica (President)
- ICANN Caribbean Working Group (Co-Chair)
- JTEC Subject Matter Expert in Information Technology
- Site Director for ACM International Collegiate Programming Context (ACM-ICPC)
- Internet Corporation for Assigned Names and Numbers (ICANN) Fellow
- Nominee of the Stakeholder Appreciation and Recognition Award (SARA), US Embassy
- Association for Computing Machinery (ACM) member
- Institute of Electrical and Electronics Engineers (IEEE) member

+ PROFESSIONAL CERTIFICATIONS

- EON-XR Educator
- LAC Training Program – Shaping the future of Internet
- Digital Trade and Internet Governance
- Leadership Series Program – Understanding Motivation and Engagement in Neuroscience
- Building Wireless Community Networks

+ REFERENCES

Available upon request