

# KELENDAA ALLEN-JAMES

• Director of Information Technology •

## WHY ME

I am a technology leader experienced in bringing affordable technology to mission-driven organizations. I specialize in building functional documentation repositories.

## EDUCATION + CERTIFICATIONS

2012 • **MSc Information Systems, Touro College, NY**

2001 • **BA, Centre College, KY**

2008 • **Graduate Certificate in Project Management, Baruch College, NY**

**CompTIA** A+, Network+, **HDI** Support Center Director

**Google:** Certified Trainer, Certified IT Support Professional, Cloud Certified: G Suite

**Microsoft:** Certified IT Professional (MCITP), 365 Certified: Teams Administrator Associate

**Salesforce:** Certified Administrator

**OS:** Windows, Mac, Chrome **Programs:** Zoom, Slack, Microsoft Office

## WORK EXPERIENCE

**03/21- Present** **Director of Information Technology | Commonpoint Queens**

**07/16 - 03/21** **Technology Support Manager | ST HOPE Leadership Academy**  
*public charter college preparatory middle school*

- Led Microsoft to Google conversion that resulted in \$15k savings + greater student technology integration (eg single sign-on, multiple devices, etc).
- Trained entire teaching + Ops staff in Google for Education products in synchronous + asynchronous environments in record time to be operational during COVID.
- Instituted compliance with respect to 2-D Law, FERPA, and COPPA + other governance initiatives to meet charter renewal.

**07/12 - 07/16** **Director of IT, Network + Support Administrator | Ramaz School**  
*independent K-12 religious day school*

- Transformed IT service delivery with documentation that decreased problem resolution times + increase dept confidence significantly.
- Managed 2 FT SysAdmins + 2 temp staff, maintaining department + projects on target during company re-alignment.
- Improved operations by conducting systems analysis, offering affordable solutions + strategies for any issues discovered.
- Modified networking solutions for multi-site video surveillance (360 view) + door access products to offer a Security team of 15 greater flexibility (interchangeable shifts, less staff).

**08/08 - 12/11** **IT Support Specialist | Birch Family Services**  
*multi-location non-profit that serves individuals with autism and developmental disabilities*

- Hired + supervised 6 IT summer interns which made summer IT upgrades possible.
- Replaced a proposed vendor + identified need for software reconfiguration instead of new wiring project resulting in \$100k savings.