

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+ **Google:** Certified Trainer, Certified IT Support Professional **Microsoft:** Certified IT Professional (MCITP), 365 Certified: Teams Administrator Associate
Salesforce: Certified Administrator, **Ithaca College:** Cybersecurity Certificate
OS: Windows, Mac, Chrome **Programs:** Zoom, Microsoft Office, Google WorkSpace

WORK EXPERIENCE

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

Present

multi-location non-profit that serves the needs of the residents of Queens County New York

- Develop and oversee technology goals and metrics and coordinate development roadmap, budget, and timelines supporting the creation of an annual technology plan.
- Building a healthy collaboration and accountability across a mix of full-time, part-time, vendor and contractor team members.

07/16 - **Technology Support Manager | ST HOPE Leadership Academy**

03/21

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 - **Director of IT, Network + Support Administrator | Ramaz School**

07/16

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).