

KARIMAH S. JACKSON

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View My Portfolio - <https://www.landkconcepts.com/>

Military Veteran Power Platform Developer with 20+ years of Information Technology expertise throughout application development, systems administration, network administration and cyber security. Proven exemplary analytical and dynamic troubleshooting skills coupled with team management, project management, and a leadership style that yields unprecedented results. Career supported by a Computer Science degree, multiple IT certifications, continuous education and an active Secret Clearance.

EDUCATION & IT CERTIFICATIONS

Bachelor of Science in Computer Science | University of Arkansas Grantham

Administering a SQL Database Infrastructure | New Horizons

Certificate in Cloud Applications Development | Embry-Riddle Aeronautical University

Interconnecting Cisco Networking Devices: Accelerated (CCNAX) | InfoTech

Microsoft Technology Associate- Software Development Fundamentals *Cert ID: H305-8136*

Microsoft Power Up Graduate- April 2024

CompTIA Security+ *Cert ID: ZZZ8WFD1R344QNDR*

SKILLS

PowerApps | Power Automate | PowerBi | Power Platform | DAX | PowerFX | SQL | Dataverse | Custom Connectors | Microsoft Graph | Nintex Workflows | Sharegate | GitHub | C# | React | Java | SharePoint | Scrum | Critical Thinking | Power Query | PowerShell | ASP.Net MVC | Team Foundation Server | Azure | Software Development Life Cycle Management | Cyber Security | Project Management Virtualization | Cloud Development | Configuration Management | Visual Studio Code | CLI | Active Directory Service Now | Team Motivation | Leadership | Oral & Written Communications Lean Six Sigma | IT Life Cycle Management | RMF | STIG | DHCP | DNS | STIG | Cisco Routing & Switching | Firewalls | ACLs | BomGar | DameWare | Windows Server VMware | SCCM/MECM | NetApps Operations | Microsoft Exchange

PROFESSIONAL EXPERIENCE

ASRC Federal Inc.

Power Platform Developer

Dec 2023 – Present

- Designed and developed a Room Reservation Scheduling application in Power Apps, enabling users to find and reserve rooms based on meeting requirements. Integrated schedule conflict detection, recurring meeting functionality, and automated approval workflows via Power Automate, while leveraging Power BI to provide management with usage analytics.
- Developed a Personnel Status Application leveraging Microsoft Teams, Dataverse, PowerApps, Power Automate, and Power BI to track emergency evacuation accountability for over 6,000 personnel.
- Built a Financial Request Ticketing System using Power Platform tools, streamlining the submission, review, and resolution of over 2,000 financial requests daily, including credit card limit increases and expense reimbursements.
- Created a Software Lifecycle Management Tracker in Power Apps to enhance visibility and oversight of all organizational applications, improving software management efficiency.
- Developed an analytics dashboard to provide real-time financial insights across four divisions and 72 sub-divisions, enhancing decision-making with quantifiable reporting.
- Led and trained five colleagues in Power Platform development, transforming the team from zero experience to delivering eight high-impact Power Apps, boosting business productivity by 50% for 10,000 users.
- Pioneered the organization's first Power Platform deployment, leading efforts from development through testing, establishing a technical foundation that set a precedent for future innovations.

Data Systems Analyst Inc.**PowerApps/SharePoint Developer****Jul 2023 – Dec 2023**

- Successfully designed and implemented critical PowerApps applications that streamlined essential processes within the organization. These apps enabled 3,000 users to effortlessly submit safety and security incident reports, ensuring prompt response and resolution to potential issues. This not only enhanced the overall safety culture but also facilitated data-driven decision-making.
- Crafted an application that revolutionized the event management workflow. Users could now seamlessly submit event requests for approval, while a dynamic calendar feature allowed for easy tracking and scheduling of events, archiving and report generation to be used in briefing upper management.
- Restructured a conference room application that incorporated room and telephone reservations, an approvals process, data validation to eliminate risk of double bookings, a reminder process using Power Automate, and a room management portal.
- Proficient Power Apps developer who delivers user-centric solutions that significantly improved operational efficiency and transparency.

Aleknagik Technologies LLC.**Lead Database and Applications Architect****Jan 2023 – Jun 2023**

- Leads a team of four web developers in the creation, maintenance and testing of code for 10 web applications servicing over 1,200 hospital staff.
- Conducted security technical implementation guides for all web applications.
- Using PowerApps, Power Automate I developed workflows for various processes used throughout the organization
- Enhanced the usability of the organization's ServiceNow platform using innovative management dashboards.
- Conduct code review and updates to align with risk management framework requirements.

Excentium Inc.**Systems Administrator****Jan 2022 – Dec 2022**

- Planned, migrated and reconfigured Windows Domain, Application, DHCP, DNS and Print servers to newly installed network infrastructure through the configuration of server settings, IP and VLAN reassignment, switch and firewall settings.
- Coordinated and executed the upgrade of Cisco IOS on infrastructure core and edge switches with minimal network interruption.
- Led the efforts Maintained the latest security patches. Performed the verification and implementation of over 300 Security Technical Implementation Guides (STIGs) on switches, routers, and servers in support of certification and accreditation renewal.
- Responsible for the migration of 950 users from Microsoft 2016 to Office 365 and the deployment of software and operating system updates through SCCM.
- Expert knowledge of network infrastructure technologies and systems allowed her to expeditiously restore services for all users.

Vista Defense Technologies**Applications Developer / SharePoint Administrator****Jun 2020 – Dec 2022**

- Conducted new database design and administration using Microsoft SQL Server Management Studio v18 fully integrating databases with web applications. Provided management and maintenance of 9 Windows servers and 85 SQL database instances containing 238 tables in support of clinical decision functionality. Created SQL queries, stored-procedures, functions, and triggers to enhance functionality and availability of services maintaining 98.9%

reliability. Utilized Team Foundation Server for versioning control.

- Developed, debugged, provided maintenance for 17 .NET applications written in C#, Visual Basic, React, and PowerApps. Performed migration of applications during the upgrade of Windows Server and restored integration with SharePoint Intranet, databases, and Internet Information Services. Restored functionality to 435 reports following an upgrade to SQL Server Reporting Services. Created SQL queries and stored-procedures using SQL Server Management Studio 15. Provided troubleshooting and resolution of helpdesk tickets pertaining to applications.
- Ensured access to web applications following Microsoft SharePoint server upgrade from 2013 to 2016. Performs SharePoint daily maintenance, and training originating from phone calls, email, and ticketing systems. Created new SharePoint sub-sites, workflows, forum sites, document libraries, and basic SharePoint training as requested.

Microsoft Software and Systems Academy (MSSA)

Cloud Applications Development/Student

Nov 2019 – May 2020

- Developed applications utilizing C# that interacted with T-SQL databases. Used subqueries, implemented data validation, consistency checking, and error handling.
- Built graphical user interfaces using layouts, structures, controls and navigation scenarios.
- Developed ASPNet MVC apps and executed test and validation plans to confirm app implementation.
- Implemented Web API and Azure web service interfaces with MVC applications.

United States Navy

Lead Network Administrator

Sep 2016- Oct 2019

- Configured and merged the Deployable Site Transport Boundary (DSTB) suite with commercial internet service provider environment; expanding Navy and Marines Corp Intranet (NMCI) network devices to operate outside of its standard infrastructure with reach back capabilities; saving the Navy \$616K in contractor expenses. Managed SharePoint content, user profiles and developed a team portal for 176 users.
- Maintained and expanded a critical infrastructure and telecommunications suite servicing 1,200 users. Supervised a staff of 29 Information Technicians providing global network support, Cyber Security training and inspections, Video Teleconferencing, and public key infrastructure services.
- Inventoried and managed computer inventories valued over \$1M with zero discrepancies. Used PowerBI to maintain track of all assets and deployment schedules. Developed standard operation manuals and technical program requirement documents in information assurance and communication security that were adopted by organizations globally.
- Conducted risk assessments for security violations and performed analysis for future security awareness with 100% accuracy.

United States Navy

Lead System Administrator

Apr 2012 - Aug 2016

- Maintained a critical network consisting of Crystal and IBM Blade servers, Alcatel switches, Cisco routers and a virtual multi-enclave collection of classified coalition networks that enabled information sharing through the use of email, web services, instant messaging, and Voice over IP (VoIP). Led 15 personnel in configuring and maintaining Windows Active Directory, Exchange, DNS, DHCP, and Host-Based Security System, and Windows Server Update Services.
- Configured and maintained switches and routers utilizing internetworking and internet protocols such as OSPF and EIGRP. Modified router access lists to mitigate threats from real-world cyber enemies.
- Hook up T1 circuits, run configuration and setup the routers and switches.
- Evaluated and reconfigured Unix/Linux/Windows systems, including reallocating NetApp Fiber-Attached Storage (FAS) disk space to engineer a robust, scalable solution.
- Reconfigured software image that went on to optimize system availability and reliability, averaging 99.9% uptime, reduced user profile errors, and enhanced network security.
- Performed upgrades of Windows Server and Linux operating systems to VMware ESX Hyper-V.
- Managed the unit's MS SharePoint server providing information collaboration and user profile management.

Created public and private intranet site providing access for over 350 users.

United States Navy

Telecommunications Manager

May 2009 - Mar 2012

- Led 120 personnel spread across five teams in a 24/7 operations center providing telecommunications support to 280 customers.
- Developed and implemented an efficient rotation schedule that increased quality of life, increased training opportunities, and enhanced professional development.
- Trained and qualified personnel on the Marconi TNX-1100 multi-service broadband switch used to link Pacific Navy units into the DoD world-wide mesh network.
- Superb mentor to departmental personnel resulting in 90% promotion rate, 98% Security+ certifications, and four college degree completions.

United States Navy

Local Area Network Administrator

Jun 2000 - Apr 2009

- Managed 62 command assets within four diverse networks and provided communications support for an elite team of ground security forces operating in highly contested overseas environment.
- Orchestrated the procurement and set-up of \$250K in technical equipment and \$360K in tactical vehicles for the establishment of a newly appointed Two-Star command in Kabul, Afghanistan.
- Conducted 60 Video Teleconferences and provided communications support for 250 users, maintained email accounts, printers, and conducted pc-repair.
- Facilitated a design plan and overhaul of the organization's 350 computers, 250 user accounts, and 2,000 share drive files from a legacy LAN to the Navy-Marine Corps Intranet (NMCI) environment. Worked in collaboration with contractors to resolve installation bugs and complete System Operability Verification Testing prior to acceptance.