#### ROSEMARIE MARIATU KPAKA



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**Address:** 5618 Whitfield Chapel Rd, Lanham Md. 20706

## **OBJECTIVE**

Dedicated and detail-oriented professional with experience in IT support, administrative operations, healthcare staffing, and customer service. Adept at troubleshooting technical issues, managing administrative tasks, and providing excellent service. Seeking a challenging role where I can utilize my skills to

#### **EXPERIENCE**

# Patient Care Technician Specialty Home Health Care -Washington, July 2023 - Present.

- ✓ Assist patients with personal hygiene, including bathing, dressing, and grooming. And monitor and record vital signs such as blood pressure, temperature, pulse, and respiration.
- ✓ Support mobility by helping patients with transfers, repositioning, and range-of-motion exercises and Provide companionship and emotional support to enhance the patient's quality of life.
- ✓ Assist with meal preparation, feeding, and maintaining proper nutrition and administer prescribed medications as per instructions and provide medication reminders.
- ✓ Perform light housekeeping tasks such as changing bed linens, doing laundry, and tidying the living space and ensure a safe environment by preventing falls and assisting with mobility aids.
- ✓ Document patient progress and report any health changes to family members or healthcare professionals and assist with medical procedures such as wound care, catheter care, and dressing changes (if trained).

Service Desk/ IT Support Technician Universal Healthcare Inc. – Washington, DC

contribute to organizational success.

#### RELEVANT COURSEWORK:

Client Operating Systems

Network Protocols (TCP/IP)
Server Administration II
Internet Technology
UNIX System Administration
Advanced Secure Coding with
Java

Cryptography & Description of the Cryptography & Description & Descripti

Software & Derating
System Security
Python

yulon

Prevention

# TECHNICAL SKILLS Security & Camp; Risk

Assessment, Risk Mitigation, Intrusion Detection Operating Systems: Windows, Linux/UNIX

Management: Vulnerability

Programming & Samp;
Scripting: Python, Java
(Secure Coding)
Notworking & Samp: Prot

Networking & Description of the Networking & Description of the Network of the Ne

# January 2019 - August 2022

✓ Provided Tier-1 and Tier-2 IT support, resolving technical issues for government operations.

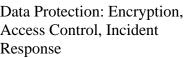
- ✓ Maintained system security and compliance with cybersecurity best practices.
- Conducted routine system monitoring and maintenance to ensure smooth operations.
- ✓ Delivered IT training sessions to users and created instructional documentation.
- ✓ Managed IT asset inventory, ensuring accurate record-keeping.

# Administrative Assistant Monument Academy – Washington, DC August 2022 - June 2023

- Coordinated executive schedules and high-priority meetings.
- ✓ Maintained compliance with government policies while handling confidential documents.
- Managed data entry, filing systems, and prepared detailed reports.
- Organized meetings, training sessions, and conferences.
- ✓ Collaborated with cross-functional teams to meet project deadlines.

# COVID-19 VAC/ IMM AMBASSADOR Maxim HealthCare Staffing – Silver Spring, MD August 2022 - June 2023

- ✓ Planned, coordinated, and distributed personal protective equipment (PPE) to healthcare facilities.
- ✓ Maintained accurate inventory records and ensured timely deliveries.
- ✓ Ensured adherence to public health regulations and safety protocols.
- ✓ Partnered with government agencies and community organizations to streamline communication.
- ✓ Conducted data analysis and prepared reports for strategic decision-making.



#### REFERENCES

Academic Reference:

Dr. Velma Latson

Professor, Department of Computer

Technology

Bowie State University

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vlatson@bowiestate.edu

Phone: 301 860 4037

Dr. Lethia Jackson

Professor, Department of Computer

Technology

Bowie State University

Bowie State Chivelen

Email:

ljackson@bowiestate.onmicrosoft.com

Phone: 301 860 3970

Professional reference

Mr. Christopher Ngāti

**Human Resources** 

Universal Home Healthcare Inc.

Email:

Christopher@universalhealthdc.com

Phone: 202 369 0247

# Customer Service Representative Walmart Landover Hills – Hyattsville, MD

# January 2015 - December 2018

- ✓ Provided excellent customer service, addressing inquiries and resolving issues.
- ✓ Handled financial transactions, returns, and exchanges with accuracy.
- ✓ Mediated disputes and implemented solutions to maintain customer satisfaction.
- ✓ Educated customers on store policies and services.
- ✓ Assisted with community outreach events and fundraising initiatives.
- ✓ conducted surveys and collected data to assess customer satisfaction with banking services.
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### **EDUCATION**

Bowie State University – Bowie, MD

Bachelors in computer technology, Health Technology, and Cybersecurity (Expected May 2025)

Prince George's Community College – Largo, MD

Associate of Science (Honors December 2020)

## **CERTIFICATIONS**

- ✓ CompTIA Security+ Certification 2023– completed
- ✓ Introduction to Cybersecurity Tools & Cyber Attack Certification (March 2023)- Completed
- ✓ Phlebotomy Technologist Certification (October 2020) Completed.
- ✓ Registered Behavior Technician Certification CR Institute (December 2022) Completed

- ✓ Clinical Nursing Assistant Certification The Nursing Assistant Academy (December 2020)
- ✓ Home Health Aide Certification & License Allied Health Institute (October 2016)

# **VOLUNTEER EXPERIENCE OR LEADERSHIP**

Assisted in local community outreach programs.

Provided IT support and training for non-profit organizations.

Participated in workplace improvement initiatives.