



ROSEMARIE MARIATU KPAKA



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STATE.EDU

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 & Applications
Intrusion Detection & Prevention
Software & Operating System Security
Python

TECHNICAL SKILLS

Security & Risk Management: Vulnerability Assessment, Risk Mitigation, Intrusion Detection
Operating Systems: Windows, Linux/UNIX
Programming & Scripting: Python, Java (Secure Coding)
Networking & Protocols: TCP/IP, Firewalls, VPNs
Cybersecurity Tools: SIEM, IDS/IPS, OWASP ZAP

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.



Data Protection: Encryption,
Access Control, Incident
Response

REFERENCES

Academic Reference:

Dr. Velma Latson
Professor , Department of Computer
Technology
Bowie State University
Email:
vlatson@bowiestate.edu
Phone: 301 860 4037

Dr. Lethia Jackson
Professor , Department of Computer
Technology
Bowie State University
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.
- ✓ .

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.