Prince Ghartey

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SUMMARY

A highly organized and confident information systems professional with strong programming and computer operating systems proficiency skills. A mission driven, detailed-oriented who has strong work ethics. Background in java development with experience in best practices in both development and operational environments. Experience in leveraging automated system configuration management to provide stable repeatable deployments. Core competencies include:

HTML/CSS	SQL	Problem Solving
C/C++	Hardware Installation	Reporting and Documentation
Project Management	Hardware Configuration	Project Implementation
Java	System Maintenance	Microsoft Office Suite (Excel,
Database Management	Vectr	Word, Access, Power Point,
Python		Visio, Project)

EDUCATION & CERTIFICATIONS

Bachelor of Science in Computer Science
Minor in Criminal Justice and Math
expected 12/2020
Coppin State University
The University of Queensland Australia
Certified project manager 03/25/21
Security Clearance est 05/2021

PROFESSIONAL EXPERIENCE

NORTHROP GRUMMAN MISSION SYSTEM   **June 2020 - August 2020**
INTERN

- Worked in a team to create, implement, and develop an algorithm and workflows for future employers. Led scrum meetings and presented our project to the committee.

Coppin State University, **Baltimore, Maryland**   **September 2019 – Present**
IT HELP DESK SUPPORT - INTERN

- Analyze computer problems and provide technical assistance, support, and advice to end users for hardware, software, and systems.
- Perform diagnostic tests, notes symptoms, gathers relevant problems and malfunction facts and data from users
- Identify and initiate proactive and essential solutions that improve efficiency as well as effectiveness.
- Manage daily ticket queue during regular business hours and coordinate with key vendor partners for monitoring and ticket resolution.
- Troubleshooting computer support problems and applies understanding of computer software and hardware products and services to resolve user problems
- Complete support request documentation within the helpdesk for all customer requests.

SUMMER RESEARCH OPPORTUNITIES PROGRAM
Deep Learning-Machine Learning, University of Illinois
Urbana Champaign (UIUC)   **May 2019 – August 2019**
IT ANALYST/RESEARCH STUDENT

- Researched machine learning and deep learning at the National Center for Supercomputing Applications (NCSA).
- Assisted in the implementation and optimization kernels and convolution neural networks operators, cnns
- Configured a plan outlining steps required to develop the algorithm, using some structure analysis, design
- Provided support in team planning, testing, development and documentation of computer programs, and applying knowledge of programming techniques and computer systems
- Supported the development and implementation of computer applications and solutions that are functional and satisfy both management and end-users, optimize the efficiency of an organization, and are suitable for the organizations workflow and production, using modeling, information engineering, and cost-based accounting
- Conducted surveys in order to consider user needs and research on new technologies to provide more efficient support.

C3 Cyber Club, Ashburn, VA   **January 2018 - March 2018**
MOBILE TEACHER
- Trained users on software and hardware on-site or in the classroom.
- Developed and maintained all training materials, guides, job aids, on-line help, and knowledge articles for end users and support staff.
- Assisted in testing and troubleshooting planned new or changing training services, visited three different schools during this period

Paint Branch High School, **Burtonsville, MD**   **August 2015 – September 2016**
AUDIO AND VISUAL TECHNICIAN - INTERN
- Repaired, transported, assembled, installed, and maintained audio and video equipment, such as video cameras, projectors, video screens, video monitors, DVD players, CD players, recording equipment, microphones, public address systems, lighting, and sound equipment.
- Inspected and troubleshoots equipment for defects and problems and performs routine maintenance.
- Provided set-up and operation of equipment used to enhance live events including concerts, sports events, meetings, conventions, presentations, and news conferences; connects wires and cables, sound and mixing boards, and related electronic equipment.

John Hopkins University School, **Baltimore, MD**   **January 2020**
ASTRO SCHOLAR WINTER SCHOOL ATTENDEE
- Prepared flowcharts and diagrams to illustrate the sequence of program steps.
- Convert project specifications, using flowcharts and diagrams, into sequences of detailed instructions and logical steps for coding into language that can be processed by computer, applying knowledge of computer programming techniques and computer languages.

COMMUNITY LEADERSHIP CONTRIBUTIONS

NORTHROP GRUMMAN HBCU INVITATION   **October 2019**
- Represented Coppin State University at NG facility in VA, participated in career development, job offers and internships, networking, and insight into how professionals at Northrop Grumman work.

APP: COVID-19 HELPER   **May 2020 – Present**
EXECUTIVE MEMBER
- Served as one of the four app developers to build an application that will assist and inform residents in Maryland during the coronavirus pandemic. Our app COVID-19 helper has a self-check feature, a stats feature, a resource feature, faq feature, and the community feature.

APP: KEEP CLEAN   **May 2020**
EXECUTIVE MEMBER
- Served as one of the two app developers in creating an algorithm to reduce the waste in the city of Baltimore converting the algorithm into an app where one can snap a picture of waste to be sent to a Baltimore City database.

GoPiGo Robot   **January 2019 – May 2019**

DEVELOPER
- Google cloud vision api with the raspberry pi and robots, achieved in creating a GoPiGo robot from scratch and formulated a way to use facial recognition.

EVENING CODE   **January 2018 – January 2019**

EXECUTIVE MEMBER
- Reviewed management execution of approved policies and performed quarterly audit reviews.
- Served as the executive member district and coding club ensuring consistent member communications, special events management, and community outreach. Tracked, quantified, and measured area progress achieving distinguished program goals

ASSOCIATION FOR COMPUTING MACHINERY (ACM)   **January 2017 – Present**

EXECUTIVE MEMBER
- Served as the executive member district and coding club ensuring consistent member communications, special events management, and community outreach. tracked, quantified, and measured area progress achieving distinguished program goals

Lab for Artificial Intelligence and Its Applications (LAIA)   **January 2018 – March 2020**

EXECUTIVE MEMBER
- Served as the executive member district and coding club ensuring consistent member communications, special events management, and community outreach when holding demo sessions and events. Tracked, quantified, and measured area progress achieving distinguished program goals