

KEITH A. LOPEZ-DAVILA

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CAREER SUMMARY

Entry-level UI/UX Web Designer seeking to apply their information systems management skills to the creation of visually compelling user interfaces. Has over 15 years of experience collaborating with multiple department and organization stakeholders in the development, marketing, and deployment of various IT projects.

EDUCATION

- B.S. Digital Media and Web Technology, expected graduation Dec.2021, University of Maryland University College, Adelphi, MD.
- A.S. Information Systems Management, Dec. 2018, Frederick Community College, Frederick, MD.

SKILLS

- HTML5
- CSS
- JavaScript
- Sass
- Adobe Illustrator
- Adobe UX
- Adobe Photoshop
- Adobe InDesign

WORKING EXPERIENCE

IT Project Management

- Gather and execute project requirements from government stakeholders.
- Collaborate with multiple government organizations to plan, develop, and deploy various telehealth-related projects around the globe; creating workflows and establishing deadlines for each actionable task.
- Developed user and technician standard operating procedures and training documentation along with marketing materials to promote DoD initiatives.
- Analyze new IT technologies and practices for network integration.

IT Technician

- Monitor and report system outages; provide a weekly report for ongoing issues
- Troubleshoot IT applications and hardware for end-users

EMPLOYMENT HISTORY

Registration Authority • Direct Viz Solutions • Dec 2019 – Mar 2021

Served as one of DISA's Information Assurance Analyst/Registration Authority Operations experts on the production side of Public Key Infrastructure (PKI) systems supporting direct certification,

production analysis, and management of PKI Operations to include the issuance of PKI Server Certificates, Alternate Tokens, Group and Role based Certificates, Soft Certificates, and SIPRNet Tokens.

Telehealth System Analyst • ERP International • Mar 2019 – Nov 2019

Worked directly with the Air Force Project Manager as the Technical subject matter expert and provided project management support/assistance to the Telehealth programs throughout the Air Force Medical Service enterprise.

Telehealth System Analyst • Manifest Global Inc • Sep 2015 – Mar 2019

Worked directly with the Air Force Project Manager as the Technical subject matter expert and provided project management support/assistance to the Telehealth programs throughout the Air Force Medical Service enterprise.

Telehealth System Analyst • The Green Technology Group LLC • Oct 2013 – Aug 2015

Worked directly with the Air Force Project Manager as the Technical subject matter expert and provided project management support/assistance to the Telehealth programs throughout the Air Force Medical Service enterprise.

Service Desk Technician • General Dynamics Information Technology • Oct 2009 – Oct 2013

Served as an I.T. service technician for the 902MI group providing IT troubleshooting expertise on desktop, mobile devices, and other IT equipment including VTCs. Also served as acting service desk manager between April 2013 and October 2013.

Telecommunications Technician • Advanced Facility Management Services • Oct 2008 – Oct 2009

Monitored and interfaced with local advanced telecommunications network infrastructures and subsystems for the 114th signal battalion at Raven Rock Mountain Complex (RRMC) with DOD communications network using network monitoring hardware and software to troubleshoot connectivity issues.

Computer Systems Operations Specialist • The United States Air Force • Nov 2004 – Nov 2008

Served as an enlisted Airmen trained in performing various I.T. duties as assigned. Notable assignments included Video Teleconference Facilitator (June 2007 – October 2008), Information Assurance Technician (March 2006-2007), and Service Desk Support Technician (April 2005 – June 2006).

PROFESSIONAL CERTIFICATES

- CompTIA Security + CE
- ITIL v3 Foundations

PUBLICATIONS

- Griffin's First Day of School (April 2021) – Publisher: Future publishing house