Asha

Dekalb County, GA

Her Story:

If this pandemic did not teach me anything else, it revealed how vital the role of

technology is. Many people in service and other industries, lost their jobs, but because I

work for a retailer whose business is greatly e-commerce, we survived. Unfortunately,

however, I am severely underpaid, and although I have advanced to various leadership

positions within my almost 3-year status, they were just seasonal and there is absolutely

nowhere to go or grow. I am applying for WIT’s Cyber Security Educational Program for

Single Mothers because it will provide me with the skills necessary to succeed in IT and

to finally have upward mobility, begin to enjoy a better quality of life, and most of all, be

in a position to help others. That’s my goal.

I am a middle-aged, divorced and single mother who has played a supportive role all of

my life. Both, in my personal and professional relationships, I have always been drawn

to assist people and to work in careers that allow me to be of service and to help others.

From teaching and counseling to my present position in customer service, I find joy in being able to tackle difficult situations by listening intently, observing, gathering data,

and employing my critical thinking and problem-solving skills, to create a solution.

My career goal is to chart a new path into the ever-changing and growing world of

technology by training for and earning certification to secure an entry-level position in

cyber security. Honestly, I never thought that changing careers would be a realistic

option for me until now. After investing so much energy, money and time into a

specialized master’s degree that offers limited job opportunities, I thought I was

destined to live a life of poverty, remain in a just over broke situation, and continue to

barely survive from one paycheck to the next. After my new success, in

turn, I would like to reach out to other struggling women to motivate and inspire them

to break the cycle of poverty, start a new career in technology and begin to build

generational wealth.

To be selected for the cyber security program would be a dream come true for me. I

have a keen awareness of everything, am truly intuitive and perceptive, have an

analytical mind, and love conducting any research that will aid me in putting all the

pieces of a puzzle together. Ideally, I want to make a positive impact and improve lives.

As an adult learner who is now exploring opportunities in the field of technology, I have

discovered that this is a viable and attainable career path that will allow me to do just

that.

For reference:

Company Name: Williams-Sonoma, Inc

Previous work experience:

Senior Lead | Universal Customer Service Agent –

• Drives Customer Service Initiatives in high-volume environment

• Perform database management for customer accounts

• Investigate and resolve customer service issues

Senior Lead | Learning Coach

Human Resources Assistant

College Degree: Bachelor of Science (BS) and Associate Degree

Education:

TechBridge Technology Career Program - 2021

Cambridge College – Augusta, GA - 2011-2013

Master of Education (M.Ed.), School Counseling and Guidance

Clayton State university – 2003-2005

Bachelor of Science (BS) – Integrative Studies and Health Education Concentration

Georgia Piedmont Technical College (formerly Dekalb Technical College) - 2003-2005

Associate Degree, Marketing Management with Small Business – Management

Certification

Technical Support Fundamentals Course as part of Coursera's Online Google IT Support

Professional Certificate Program

Annual Income - $31,108

Observation characteristics from WIT, Emory, Other Providers and Mentors (Outgoing,

Quiet/Shy, Leader, Team Contributor, etc.)

• Team Contributor

• Helps Others

Competencies: (Interpersonal Skills, Cooperation and Collaboration, Time

Management & Administration, Leadership, Communication Skills, Strategic Thinker,

etc.)

• Emory Academic Proficiency Rating: Advanced

• Collaborates in Lab sessions

• Very Engaged