Tiffany

Fulton County, GA

**Her Story:**

My life was totally derailed by COVID. My job closed, I was forced to move out of my home, into a hotel, and of course, the struggles that come along with being a single mom. Although I have been able to sustain myself during these tough times, I want more. I want to be open to all opportunities. Through The Drake House, I was offered an opportunity to take an IT Support class to obtain a CompTIA A+ certification and a Google IT Support Professional Certificate. Along with attending classes Monday through Friday, I also work as an independent contractor for SHIPT as a personal shopper/courier until I secure my IT Support Certification. I have worked in Office Administration and Human Resources for several years, not knowing how “technical” my job was. I constantly had to learn and adapt to new tools and processes regularly. I used all kinds of software including payroll, attendance, data reporting, recruiting and applicant tracking, employee testing, and even troubleshooting issues with printers, scanners, and computers. Here is where I was, unknowingly, introduced to Cybersecurity. I managed a ton of sensitive data, including employee personal information, salary details, etc. The world needs more women in IT. Through the support of this program, I would be able to network with other women and be a source of influence to another woman one day that may be in a situation like mine. I am confident, I can do the work and deliver exceptional results and I am good with technical issues. I am the kind of woman that gives 110%. I am tenacious and persistent and can achieve anything I set my mind to. I would be a beautiful addition to the world of WIT. Although I have not technically been in an IT position, I do possess a combination of skills and experience that will prove I am qualified for this program. I want to demonstrate to other women that with the right credentials IT careers are attainable. Before signing up for my first IT course, I researched the career possibilities and realized that there we many. However, when I heard about WIT I knew Cyber-Security was what I really wanted to do. This program through WIT would be my second IT certification program and I am excited about the possibilities that both may offer. My goal is to become an expert in the field and to be afforded the opportunity to show my technical knowledge and expertise. I will be able to combine skills, education, and experience and be an asset to the industry. Being awarded this opportunity would give me a real shot at creating a success story for my life, being a living testimony to others.

**For reference:**

**Company Name:** Shipt, Self-Employed

**Work Experience**:

Office administration- I was often responsible for troubleshooting the printers and scanners

**College Degree:** No

**Education**:

PerScholas

**Annual Income:** $13,000

**Observation characteristics from WIT, Emory, Other Providers and Mentors (Outgoing, Quiet/Shy, Leader, Team Contributor, etc.)**

* Quiet
* Team Contributor

**Competencies: (Interpersonal Skills, Cooperation and Collaboration, Time Management & Administration, Leadership, Communication Skills, Strategic Thinker, etc.)**

* Emory Academic Proficiency Rating: Advanced
* Engages
* Collaborates in class
* Timely work submissions
* Strong Leader