

# SHARMAINE SMALL

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## Education

New York City College of Technology, City University of New York

*Bachelor of Technology in Computer Information Systems - 2016*

Coursework:

- Java Fundamentals, Web Development, Micro Database Design, Systems Analysis and Design, Information Systems and Technologies, Operating Systems, Networking Fundamentals
- CCNA preparation
  - Router and Switch configuration
  - Networks / Protocols: LAN/WAN, DNS, DHCP, EIGRP, OSPF, RIP, Telnet
  - IPv4, IPv6, IP Sub-netting, Access Lists, Redistribution, VLAN
- Technical Writing

## Certifications

Pursuing CCNA

## Work History

Metropolitan Museum of Art, New York

02/2016 - Present      *Associate Dispatcher*

- Monitor all electronic, security, fire, communications, environmental and lighting systems throughout the Museum.
- Command Center liaison to other Museum departments and outside agencies such as NYPD, NYFD and EMS
- Coordinate communication from Security Reception to other departments, including Development, President's Office, Director's Office and curatorial departments.
- Properly maintain and update all Security personnel records.
- Generate and maintain daily reports.
- Timekeeping input (attendance, overtime, etc.) for Security personnel.
- Assign Security personnel to specific sections of the Museum with an emphasis on guardianship efficiency.
- Adjust Security coverage based on daily personnel fluctuations.
- Assist the Dispatcher in scheduling and conducting biannual evacuation drills.

07/1995 - Present      *Security Officer*

05/1993 - 07/1995      *Gift Shop Supervisor*

## Proficiency

Mac OSX, Windows Server 2012, Cisco IOS, HTML, Java, Python, SQL, JavaScript, CSS, VMWare, VirtualBox

Spanish, Italian