
Curriculum Vitae

Teaching Experience:

Sep 2022 – Current Graduate Assistant, Auburn University

- Instructor – Introduction to Information Systems – undergraduate required course. [Spring 2023]
- Administrative Support for Systems and Technology Special Programs.
- GA – Assist with grading assignments, quizzes and/or exams. Introductions to Information Systems, Telecommunications Management, Info Systems for Competitive Advantage

Education and Professional Development:

- Student, Ph.D., Business Analytics and Information Technology, Harbert College of Business, Auburn University [2027]
- Candidate, Master of Science, Information Systems Management, Harbert College of Business, Auburn University, (Dec 2023)
- Cybersecurity Management Graduate Certificate (Dec 2023)
- Master of Science, Management of Information Systems and Technology, J. Mack Robinson School of Business, Georgia State University, 2015
- Bachelor of Arts, Psychology, Georgia State University, 1995

Publications:

- Avery, Atiya and Gomez, Dream, "Ethical Considerations of Online Identities" (2018). WISP 2018 Proceedings. 10. [Link to Publication](<https://aisel.aisnet.org/wisp2018/10>)
- Atiya Avery, Renée M.E. Pratt & Dream Gomez (2022) Reducing warrant executions on incorrect addresses: a case of the Fulton County sheriff's use of a criminal justice information system, Journal of Information Technology Case and Application Research, DOI: 10.1080/15228053.2022.2106071

Certifications:

Security+ , Network +, Microsoft Certified Professional.

Professional Experience:

Oct 2020 - Aug 2022 Senior Support Specialist, Millennium Information Tek

- Liaison and final escalation point amongst Web Development, Customer Support, Network Operations, System Administration, and County Staff.
- Ownership of internal/external knowledgebase.
- Analysis of customer incidents and solutions into the change control pipeline.

Aug 2016 - Oct 2020 Freelance, Technical Consultant

- Guide individuals and small business owners through a wide array of technical issues.
- Advise on hardware and software optimization, configuration and purchasing.

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Oct 2018 - Dec 2018 Systems Analyst, Fiserv @Global Point

- Achieved a 35+% reduction in total alerts from infrastructure platforms.
- Reduced autogenerated Tier 1 support tickets by 50%.

Apr 2018 - Oct 2018 Application/Development Support, Cricket Wireless @Insight Global

- Monitor and Troubleshoot Microsoft SSMS ETL processes.
- Deploy and maintain software configuration repositories through change management updates.

Nov 2017 - Apr 2018 IT Support Specialist, Woodruff Arts Center @Hays Consulting

- Create data mapping guidelines and documentation for Virtual Desktop Environment migration.
- Guide customer data migration to Office 365 with in person support and training.

Nov 2000 - Jul 2015 Client Systems Management Engineer, Turner Broadcasting Systems, Inc.

- Develop disaster recovery plans and training sessions for executives and IT Staff.
- Design SOX compliant software patch controls, processes, and configurations.
- Created reporting dashboards for incident management and ITSM initiatives related to Continuous Service Improvement.
- Subject Matter Expert for End Point Management Systems and related enterprise-wide applications.

Platforms and Applications:

SQL | SQL Reporting Services | SQL Server Management Studio | Tableau | Power BI | PeopleSoft | Hyperion | Exchange/Office 365 | Skype for Business | AdminStudio | PowerShell | WMI | VBScript | Microsoft Office Apps | SharePoint | Visio | Project | Jenkins | Code Cloud | Active Directory Admin | Azure Active Directory Admin | Remedy | Cherwell | ServiceNow | AppSense 8 | Citrix XenApp 6.5 | XenDesktop 7.5 | VMWare vSphere 5 | Horizon 7 Hyper-V (2008) | Windows Servers (NT, 2003, 2008, 2012 R2) | MS IIS | SQL 2000, 2005, 2012 | Windows XP, Vista, 7, 8, 10 | Mac OS | Microsoft SUS | Altiris Notification | Altiris Deployment Servers | Symantec Management Suite (v 5.5, 8) | JAMF Casper Suite | Symantec Endpoint Protection | Verdiem Surveyor | Bomgar | Credant Client Encryption | AirWatch