

SHAMIRAH ROSS-GOWDY

NON-PROFIT | COMMUNITY DEVELOPMENT | TECHNICAL SUPPORT | CUSTOMER SUPPORT
CRIMINAL JUSTICE | PUBLIC ADMINISTRATION | SCREENPLAY & SONGWRITER | PODCASTER

Atlanta, GA

shamirah.ross-gowdy@b22park.org

HIGHLY PROFICIENT SKILLS

Customer & Technical Support
Research & Writing Skills
Team Leadership
Information Technology
City Planning

Communication Skills
Conflict Resolution
Organizational Skills
Microsoft Suite
Analytical Skills

Multitasking
Problem Solving & Decision-Making Skills
Time Management
ADP / Payroll

EDUCATION

**Bachelor of Science
Criminal Justice/English**
Troy University, *May 2013*

**Master of Public Administration
Public & Justice Administration**
Troy University, *October 2016*

**Doctor of Public Policy &
Administration/Criminal Justice**
Walden University, *Pending*

PROFESSIONAL EXPERIENCE

BRICKTWENTYTWO PRODUCTIONS (Non-Profit Organization), Atlanta, GA
Founder, President & CEO

NEWELL BRANDS, Atlanta, GA
Technical Support Engineer

WORLDPAY, Atlanta, GA
Technical Support II Specialist

STATE FARM, Dunwoody, GA
CCC Customer Support Representative

JACKSON HEWITT, Norcross, GA
Tax Preparer

GEORGIA STATE CAPITOL, Atlanta, GA
Legal Aid Intern

ALABAMA DEPARTMENT OF CORRECTIONS - KILBY, Montgomery, AL
Administrative Support Assistant

JUDICIAL CORRECTION SERVICES, INC., Montgomery, AL
Intake Officer