

# Chelsea Francisca Irish

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## Summary

Seasoned professional soon to be honorably discharged from the Air Force. Actively pursuing an B.S. in IT through the [Accelerated BS to MS IT Program at Western Governor's University \(WGU\)](#). A self-starter with experience applying robust system solutions in IT-focused settings.

## Professional Experience

### **Enlistment in the United States Air Force (USAF) Dec 2022 – May 2026 | Various Roles**

#### **Cryptologic Language Analyst (AFSC 1N311)**

- Successfully completed and passed a high-stress Korean Language Course, graduating with an AA degree from the Community College of the Air Force (CCAF).

#### **Military Personnel Service (MPS) Assistant**

- Provided front-line customer support for service members navigating personnel processes, answering questions, resolving issues, or redirecting cases to the appropriate office when outside MPS scope.
- Worked daily within encrypted personnel systems requiring CAC (smart card) authentication for all workstations, printers, and network access, maintaining strict compliance with Air Force security protocols.
- Ensured proper classification labeling and handling of digital and physical documents, minimizing risk of data exposure or compliance violations.
- Created, maintained, and executed mandated destruction of physical and digital sensitive personnel records for over 1,000 Air Force members in accordance with federal retention and disposal requirements.

#### **Charge of Quarters (CQ)**

- Managed sign-in/sign-out and tracking of sensitive assets including room keys, office keys, and vehicle keys, maintaining accurate logs to ensure accountability.
- Utilized digital logging systems, including IBS Forms and an internal logging database, to record CQ activities, asset movement, and shift events in accordance with Air Force documentation standards.

#### **Airman's Council President and Member**

- Crafted and ran quarterly surveys utilizing Google Surveys that gauged statistical data regarding airmen quality of living.
- Presented results to the Commander (LtCol Bashaw) at the end of the fall quarter via Google Slides, which lead to a 20% increase of quality of life for over 450 airmen.

### **Allied Universal 3/2022 - 11/2022 | Security Guard**

### **Boston Whaler 3/2021 – 2/2022 | Parts Prep**

### **Stuckey's 12/2020 – 2/2021 | Cashier**

### **Eckler's Automotive 6/2020 – 11/2020 | Customer Service Representative**

- Problem-solving issues for clients and keeping them updated on the progress of any solutions. Issuing tickets when needed.
- Accurately documenting each interaction in AS400 to keep accounts updated, including client information, and disputes.

### **Oak Hill School 3/2017 - 1/2020 | Admin Assistant**

- Led project to transition the 300+ page student roster Word document to a live, centralized SharePoint-based database at zero cost, communicating between administrative staff and the IT department.
- Led user testing and approval of the final SharePoint solution, resulting in a 95% improvement in workflow efficiency and real-time access to accurate student data.
- Trained faculty and staff on the new SharePoint student roster system, creating clear usage guidelines to support adoption, and reduce support requests.
- Provided Tier 1 helpdesk support for faculty and administrative staff; resolved daily issues related to Microsoft Outlook, Word, Excel, PowerPoint, OneDrive, and SharePoint via phone, email, and in-person support.

## Self-Directed Experience

- Web Development: HTML, CSS, JS, Astro
- OSTicket
- Linux

## Education

- Currently Enrolled - Western Governor's University (WGU), Information Technology, Bachelor of Science (B.S.) (Expected Graduation May 2029)
- Jan 2023 - Jun 2024 - Community College of the Air Force (CCAF), Korean Language, Associate of Arts in Korean (A.A.)
- 2010-2012 – University of Central Florida, Cultural Anthropology, Bachelor of Arts (B.A.)
- 2008 - 2010 - Brevard Community College (now Eastern Florida State College), Associate of Arts (A.A.)

## Certifications

- CompTIA A+ (In progress – expected 2026)
- TS/SCI Security Clearance

## Skills

MS Office | SharePoint | Google Surveys | Presentation Design (PPT & Canva) | Process Improvement | Adept Skills Acquisition