

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