Chelsea Francisca Irish

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Summary

Entry-level IT support professional with hands-on experience troubleshooting hardware and software issues in high-accountability environments. A creative thinker who knows when to craft custom solutions to systemic problems. Proven ability to diagnose peripheral failures, resolve access issues, documenting actions, and supporting users with varying technical skill levels. Actively pursuing a B.S. in Information Technology, and a CompTIA A+ certification.

Hard Skills

Editing Skills - Writing, Video and Audio
MS Word, Google Docs
Proofreading, Copywriting
Logic Pro (12 years), Ableton Live (1 year)
Screenflow, iMovie
Content Editing; Wordpress Blog and SMS content
Content Distribution
- Videos uploaded to Youtube with proper naming conventions, tags, descriptions, and company branding throughout.
- Written articles through Wordpress, Squarespace, and basic headless CMS experience.
- Music audio distributed to all streaming platforms through a distribution company.
- Podcast audio distributed through RSS to all streaming platforms.

Presentation Design: Canva (9 years), MS Powerpoint, Google Slides
- Developing Training Materials (Chaplain/KR Study Guides)
- Briefing & Slide Development
- Document and Publication Design
- School Newsletters
- Flyers for Programs, Events & Surveys
- Company-Wide Announcements

Website Management
- Wordpress, Squarespace
- HTML & CSS
- UX/UI Design (Self-Taught)

Sourcing Feedback
Google Surveys
- Choosing Methods of Data Collection
- Data Analysis
- Data Entry

MS Sharepoint
MS Excel
Google Calendar, Google Sheets
Roster Management (Student Roster, Mailroom Roster, Employee Roster)

Professional Experience

<u>Enlistment in the United States Air Force (USAF)</u> *Dec 2022 – Present | 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).
- Tutored peers taking earlier units to not only retain my own Korean skill, but to help my peers advance and succeed.

Airman in Charge (AIC)

Task Prioritization & Operational Oversight

- Served as the primary point of responsibility for 50+ airmen on average for shift operations, ensuring assigned tasks were completed accurately and on schedule.
- Prioritized and reassigned work based on urgency, staffing levels, and mission requirements to maintain operational continuity.
- Monitored progress across multiple concurrent tasks, identifying bottlenecks and adjusting workflows as needed.

Escalation & Decision-Making

- Acted as the first escalation point for operational issues, determining when problems could be resolved at the team level versus when higher-level leadership involvement was required.
- Applied sound judgment in time-sensitive situations, balancing policy compliance with mission needs.
- Communicated status updates and issues clearly to leadership to support informed decision-making.

Training, Guidance & Quality Control

- Provided on-the-job guidance and informal training to junior airmen to ensure tasks were completed correctly and consistently.
- Reviewed completed work for accuracy and adherence to established procedures, correcting issues and reinforcing standards.
- Helped onboard new personnel by explaining workflows, expectations, and best practices.

Accountability & Documentation

- Ensured completion and accuracy of required documentation and logs for assigned shifts.
- Maintained awareness of ongoing issues across shifts to support continuity and reduce repeat problems.

Dispute Resolution / Customer Support

- Resolved personnel disputes by analyzing requests against governing regulations, proposing compliant alternative solutions, and clearly communicating limitations when requests were not feasible, maintaining fairness and operational continuity.

- Provided frontline conflict resolution support, balancing policy enforcement with practical problem-solving to satisfy stakeholders while ensuring regulatory compliance.

Performance Management / Quality Control

- Conducted quality checks on completed tasks and enforced performance standards by requiring rework when necessary or reallocating assignments to ensure timely and accurate completion.
- Identified performance gaps within task execution and took corrective action through reassignment or direct intervention to maintain service quality.

Task & Event Coordination (Operations + Logistics)

- Coordinated large-scale events requiring airman support by determining manpower needs, scheduling shifts, coordinating transportation, defining uniform requirements, and establishing accountability procedures.
- Served as accountability lead during special events, tracking attendance, hours worked, and task completion to ensure mission requirements were met.

Tracking Systems / Excel

- Tracked daily and one-time task completion using Excel spreadsheets, maintaining accurate records of assignments, progress, and outcomes across multiple events.
- Maintained and updated task-tracking spreadsheets to support operational visibility and leadership decision-making.
- Designed and maintained Excel-based task tracking systems to monitor daily operations, special events, and completion status across multiple teams.

Leadership During Staffing Shortages

- Stepped into operational roles during staffing shortages, performing daily tasks alongside team members to ensure continuity of operations.
- Adapted leadership approach during low-manning periods by balancing supervisory duties with hands-on task execution.

Cross-Functional Coordination

- Coordinated with leadership and external branches to source personnel for special events, aligning mission requirements, timelines, and resource availability.
- Acted as liaison between leadership and operational teams to communicate requirements, expectations, and changes.

- Functioned as a central coordination point for task intake, prioritization, assignment, and resolution across multiple operational demands.
- Managed competing priorities and time-sensitive requests in a fast-paced environment with limited staffing.
- Applied structured problem-solving and decision-making to resolve operational issues within established constraints.

Mailroom Clerk/Mailroom Supervisor

Troubleshooting & Process Analysis

- Diagnosed and resolved barcode scanning issues by identifying malformed or incorrect tracking inputs, verifying package labels, and testing alternate barcodes to ensure accurate package identification.
- Resolved barcode scanning and data validation issues by identifying carrier-specific tracking formats and correcting malformed inputs.
- Applied carrier-specific pattern recognition (e.g., USPS numeric formats, UPS "1Z" prefixes, FedEx and Amazon identifiers) to quickly distinguish valid tracking numbers and correct scanning errors.
- Prevented delivery errors by validating scanned data against physical package information before processing.

Excel Process Improvement & Technical Judgment

- Troubleshot and repaired broken Microsoft Excel formulas by isolating affected cells, identifying incorrect references, and restoring functional calculations to maintain accurate mailroom tracking.
- Debugged and repaired Excel formulas to restore accurate tracking in a high-volume operations environment.
- Tested potential Excel-based process improvements to increase efficiency, then evaluated feasibility against real-world constraints such as high customer turnover.
- Determined that a scalable solution would require a dedicated mail database system rather than spreadsheets, documenting limitations and constraints related to funding and authorization.

Logistics, Intake & Chain of Custody

- Processed and distributed an average of 100+ packages and letters per day for over 1,000 airmen in a high-tempo mailroom environment, maintaining strict accountability and accuracy.
- Coordinated daily transfers from the Installation Post Office, ensuring authorized personnel followed federal regulations for secure transport of mail and packages.
- Maintained chain-of-custody standards for all incoming and outgoing mail, minimizing loss, misdelivery, or compliance issues.

Data Management & Accuracy

- Maintained and updated the mailroom roster in Microsoft Excel, tracking forwarding addresses, name changes, and status updates to ensure accurate delivery.
- Audited roster data regularly to identify discrepancies and correct errors before they impacted operations.
- Ensured data integrity across high-volume transactions by adhering to standardized tracking procedures.

Supervision & Workflow Management

- Promoted after passing Mail Clerk Certification to supervise and manage a team of seven mailroom employees.
- Delegated daily tasks based on workload, staffing levels, and operational priorities to maintain consistent service levels.
- Monitored performance and provided guidance to ensure compliance with standards and timely processing of mail.

Process Reliability & Operational Support

- Responded to delivery issues, misrouted packages, and time-sensitive requests, investigating root causes and implementing corrective actions.
- Balanced speed and accuracy in a regulated environment where errors carried operational and personal impact.

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Military Personnel Service (MPS) Assistant

Secure Systems & Access-Controlled Environments

- Worked daily within encrypted personnel systems requiring CAC authentication for all workstations, printers, and network access, maintaining strict compliance with Air Force security protocols.
- Resolved CAC authentication issues on secure printers by isolating hardware and system variables, restoring access to encrypted systems without escalation.
- Ensured proper classification labeling and handling of digital and physical documents, minimizing risk of data exposure or compliance violations.

- Supported secure scanning, copying, e-faxing, and scan-to-email workflows on CAC-enabled Xerox systems.

Records Management & Data Integrity

- 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.
- Performed high-volume, accuracy-critical data entry and validation, ensuring personnel records remained current, complete, and compliant.
- Identified and corrected discrepancies in personnel files, reducing downstream processing errors and rework.

Helpdesk & User Support

- 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.
- Troubleshot CAC authentication issues affecting secure printer access by systematically restarting devices, testing alternate workstations, and reseating hardware connections until proper credential recognition was restored, ensuring uninterrupted access to encrypted systems.
- Supported CAC-enabled Xerox workflows including secure scanning, copying, e-fax, and scan-to-email functions.
- Served as an initial triage point for walk-in and scheduled requests, balancing efficiency, confidentiality, and professionalism in a high-traffic office environment.
- Communicated complex administrative and technical requirements clearly to users unfamiliar with personnel systems.

Process Adherence & Operational Reliability

- Followed strict standard operating procedures for system access, document handling, and user interaction in a regulated environment.
- Maintained detailed documentation and audit readiness for all records and transactions handled.

Charge of Quarters (CQ)

Front Desk Support & Triage

- Served as the primary front-desk point of contact for airmen, visitors, and contractors, triaging requests and providing accurate information or directing issues to the appropriate offices.

- Assisted airmen with locating resources by providing base maps, verified links, and printed documentation as needed.
- Answered a high volume of miscellaneous inquiries, balancing responsiveness with adherence to regulations.

Access Control & Asset Tracking

- Managed sign-in/sign-out and tracking of sensitive assets including room keys, office keys, and vehicle keys, maintaining accurate logs to ensure accountability.
- Verified authorization before granting access to keys, vehicles, or facilities in accordance with Air Force policies.
- Escorted maintenance workers throughout the facility and remained present during work to ensure compliance and safety.

Documentation, Compliance & Incident Handling

- Documented vehicle usage, including mileage, fuel receipts, and checkout/check-in status, ensuring complete and audit-ready records.
- Followed all safety regulations and reporting procedures during airmen transport, including incident documentation when required.
- Maintained detailed logs of CQ activities to support continuity across shifts and ensure policy compliance.

Operational Support & Reliability

- Transported airmen to required appointments, including medical visits, within a 50-mile radius, prioritizing safety, punctuality, and professionalism.
- Operated independently during assigned shifts, demonstrating reliability and sound judgment in time-sensitive situations.

Digital Logging & Systems Use

- 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.
- Entered accurate, time-sensitive data into structured electronic forms to ensure continuity between shifts and maintain audit-ready records.
- Reviewed prior shift logs to identify unresolved issues, follow up on open items, and maintain operational continuity.

Documentation, Compliance & Incident Handling

- Maintained detailed digital records of vehicle usage, key sign-outs, and escorted maintenance activities, ensuring traceability and accountability.
- Completed required incident documentation using standardized electronic forms when safety or operational issues arose.

Chaplain Assistant
- Assisting with event planning and set up of ample seating and decorations for events with attendance of 80+ people. Set out buffet-style servings of food, desserts, and drinks, for efficient flow of guests through the event hall.
- Greeting clients in the Chaplain's Office for counseling appointments, ensuring a calm, safe waiting room environment.
- Presentation and Training Material Development with Canva
- Created professional slides for the teaching of a workbook "Moral Injury" to be used in an official training course by the Chaplain.
- Created an informative slideshow for new airmen in-processing for the first time.
- Created a list of local spiritual centers in Monterey for various faiths as a starting point for servicemembers new to base.
- Organized and maintained the lobby of the Chaplains' Office, keeping the snack shelf and fridge well-stocked, spiritual texts easily accessible to those who need them, and kept a clean, welcoming environment, ensuring good customer service.

- Supported front-office operations by assisting users, managing information requests, and directing clients to appropriate resources.
- Developed and maintained presentation materials for training and onboarding.
- Organized and maintained shared resources to ensure accessibility and usability.
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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.
- Made announcements at formation and evening bay meetings to notify airmen of these surveys, and to provide incentive which helped survey response rate increase by 75%.

- Designed and administered digital surveys to collect and analyze user feedback at scale.
- Analyzed survey data to identify trends and present actionable findings to leadership.
- Created data-backed presentations to communicate results and recommendations.
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Teal Rope Secretary (Sexual Assault Prevention Representative (SAPR))
- Worked with the Sexual Assault Representative Coordinator (SARC) and civilian counterparts to extend opportunities for confidential discussions for any of our over 1000 airmen needing assistance with workplace sexual harassment or assault.
- Handled sensitive information with strict confidentiality and adherence to privacy standards.

- Made regular announcements at formation, and Thursday walk throughs.
- Welcomed new in-processing airmen at inpro briefs to relay the various programs, including the Teal Rope program. Informing prospective members of the qualifications, and recruiting new members.
- Recorded concise yet informative summaries of 34 bi-weekly meetings.
- Partnered with other service branches such as the Army, Navy, and Marine Corps to host 6 large-scale events to raise awareness of resources available to those who may have been sexually harassed or assaulted.
- Crafted and ran a survey with the SAPR lead, gathering data on our efficacy of spreading awareness. We surveyed over 1000 airmen about their knowledge of SAPR programs, resources, and whether they knew very conversation with us was 100% confidential.
- Volunteered at Leguna Seca with fellow Teal Ropes, food prepping and following food safety guidelines, providing free meals to 200+ employees, and assisting with break down and clean up.

Head Start Tutor
- Preparing 10 students per week on average prior to starting the Korean course, helping them jumpstart their language knowledge in a safe, non-judgmental environment. I continued this for about 8 months total, ensuring a smooth start for over 320 students in the demanding, fast-paced program.
- Coordinating with the school dean for use of the conference room and providing tours of the schoolhouse for the prospective students.
- Program Builder (Study Guides)
- Created four 30+ page study guides to complement the official Korean Basic Course textbooks. Linkable, accessible, and written to be a quick reference guide to ease pressure (rather than an extra book to read). Helped increase course performance scores by 30% through the year following.

- Provided one-on-one and small-group instruction to learners with varying technical aptitude, adapting explanations to different learning styles.
- Broke down complex material into accessible, step-by-step guidance to support successful onboarding.
- Supported learners in a fast-paced environment with high performance expectations.
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Educational Materials Editor
- Headed 517TRG Global Language Mentor project, organizing and revising 9241 Korean language flashcards for 145 daily lessons, bolstering long-term vocab retention for 100+ AF students annually to increase graduation success rate.

Allied Universal *3/2022 - 11/2022 | Security Guard*
- TSA style processing over 1500 guests prior to boarding the cruise ships, identifying weapons, alcohol, and contraband, and setting customers aside politely and professionally when things were found.

Boston Whaler *3/2021 – 2/2022 | Parts Prep*
- Proper organization and cleaning up to standard as the first step in manufacturing boats for sale, reducing waste by 45%.

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 any interactions in AS400 to keep accounts updated. This includes client information, as well as any disputes that may have occurred.
- Referring customers to the appropriate department depending on customer need and concern. Taking thorough notes for reference when a supervisor may be unavailable.

Codecademy Coding Camp *1/2020 – 3/2020 | Self-Directed*

- Completed self-directed training in coding fundamentals and web technologies during COVID-related employment gap.
- Built foundational knowledge in computer systems and web design through structured online coursework.

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

Helpdesk & Technical Support

- Provided Tier 1 helpdesk support for faculty and administrative staff, resolving daily issues related to Microsoft Outlook, Word, Excel, PowerPoint, OneDrive, and SharePoint via phone, email, and in-person support.
- Troubleshot and resolved printer and copier issues on Xerox machines, minimizing downtime for time-sensitive educational and administrative documents.
- Assisted staff with network-related issues, file access problems, and document formatting, adapting explanations to varying technical skill levels.
- Handled an average of 80 phone calls and over 100 emails per day, prioritizing and triaging technical and administrative requests to meet urgent needs efficiently.

Systems & Process Improvement

- Served as IT liaison between administrative staff and the IT department to redesign the student roster system, transitioning from a static 300+ page Word document to a live, centralized SharePoint-based database at zero cost by leveraging existing systems.
- Defined system requirements by gathering input from teachers, nurses, transportation staff, and aides; evaluated iterative revisions for usability and effectiveness.
- 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.

Training, Documentation & Change Management

- Trained faculty and staff on the new SharePoint student roster system, creating clear usage guidelines to support adoption and reduce support requests.

- Provided ongoing support and refresher training to ensure long-term system success and staff confidence.
- Created and maintained documentation to support consistent data entry and system use across departments.

Administrative Operations & Coordination

- Managed and coordinated 12 Outlook calendars, scheduling meetings with parents, medical professionals, educators, and district representatives for 150+ students' IEPs.
- Served as a primary point of contact for parents and prospective families, delivering professional, empathetic customer service in a high-volume front office environment.
- Coordinated meetings and communications for over 15 staff members, ensuring accurate information flow and follow-through on action items.

Data, Reporting & Analysis

- Conducted data analysis and produced monthly reports to identify operational trends and inform school marketing and outreach needs.
- Maintained accuracy and confidentiality of student and administrative records in compliance with school and district policies.

Personality Hacker *6/2016 - 12/2016 | Content Manager (Digital Operations/Systems Support)*

Digital Systems & Platform Management

- Managed content publishing operations using WordPress, ensuring posts were properly formatted, scheduled, and published according to an established editorial calendar.
- Maintained reliability of the WordPress publishing system by monitoring scheduled posts and resolving issues that could disrupt timely publication.

- Managed WordPress user roles and permissions for contracted writers, granting appropriate access levels based on contribution scope and revoking access when no longer required.
- Implemented role-based access controls to support irregular contributors while maintaining site security and content integrity.
- Authored and maintained a contributor guidelines document to standardize formatting, workflows, and publishing requirements, reducing errors and rework.
- Developed clear documentation to support consistent content submission and onboarding of new contributors.
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Troubleshooting & Issue Resolution

- Troubleshot WordPress publishing and formatting issues, identifying root causes and implementing fixes to ensure consistent and accurate content delivery.

- Resolved issues related to scheduling, formatting, and content display to maintain uninterrupted publishing workflows.
  - Diagnosed and resolved WordPress publishing issues by systematically testing formatting, scheduling, and post settings to restore expected behavior.

Process Adherence & Workflow Coordination

- Enforced adherence to an editorial calendar by coordinating timelines, tracking deliverables, and ensuring content was prepared and published on schedule.
- Coordinated publishing workflows across contributors to maintain consistent output and meet organizational deadlines.

Quality Assurance

- Performed quality checks on content prior to publication, verifying formatting, accuracy, and presentation to ensure adherence to organizational standards.
- Ensured consistency across published content through standardized review processes.

Stakeholder Support & Communication

- Served as the primary point of contact for content-related issues, coordinating with contributors and leadership via email and text to resolve problems and maintain workflow continuity.
- Communicated status updates and resolved issues efficiently to support uninterrupted operations.

Autonomy & Reliability

- Independently managed end-to-end content operations, maintaining accountability for publishing accuracy, system reliability, and adherence to deadlines.
- Proofreading and editing articles and video content for a content marketing website.
- Writing articles and scripts for content relating to mbti
- Recording informative videos on mbti
- Granted site permissions to the website for contracted writers. Experience optimizing SEO with Yoast plugin for each article written. Regularly updating the website.
- Managed eight freelance writers, proofreading and editing their weekly articles. Wrote writers' guidelines for submissions. Reviewed, edited, and uploaded 4 videos per week. Uploaded media, including images, video and audio content and distributed through Hootsuite for social media management.
- Edited photos with Adobe Photoshop for size to improve website optimization. Edited raw footage into polished videos with ScreenFlow, adding appropriate branding.

Education

Currently Enrolled - Western Governor's University (WGU), Information Technology, Bachelor of Science (B.S.)
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