**Roshini Pal**

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IT Specialist | Sales and Strategy | Operations Management

**BS Business Administration | Management Information Systems:** San Jose State University (May 2025)

**Associates in Business Administration for Transfer:** De Anza College, earned December 2023

* Seasoned IT Specialist offering 5+ years’ experience in maintaining, upgrading and troubleshooting military signal network, hardware and software systems
* Proficient in operations and management
* Dynamic, innovative, problem solver and a quick learner with result-oriented, program focused approach
* Adapts to new software and technologies
* Excellent in written and verbal communication

**Professional Experience**

**US Army Reserves 2020-Present**

**IT Specialist – Rank: Sergeant**

As an IT Specialist, supporting for a psychological operations unit in:

* Tier 2 Field Analyst for 63rd Readiness Division, responsible for 11 units across the west coast
* Managing and troubleshooting tickets for service members: hardware and software issues
* Maintaining, and troubleshooting military IT equipment, network, hardware and software systems (NIPR/SIPR)
* Army Achievement Medal earned in 2022 for exemplary performance
* Fortify all IT systems for multiple units for life cycle replacement; image and provide support for 2000+ computers
* Inspect physical network connections and fix any hardware problems
* Workstream section leader for COVID response Task Force Manning
* Support all communications procedures throughout missions in the field

***Platform:*** Windows 10, Microsoft Office tools, T2C2 Lite Satellite, GPU Systems Satellite

**Ensemble Block 2022-2023**

**Business Development Lead/Intern**

* Lead a sales team for a start up on cold calls, follow ups and creating proposals
* Improved CRM functions to allocate and train three team members within three months
* Meet with potential clients and follow through to create partnerships and content for schools across America

**California Army National Guard 2016-2019**

**IT Specialist/Signal Support Systems Specialist**

* Led the battalion’s communication team on several state missions including the Carr Fire and Camp/Butte County Fire as a junior-enlisted soldier
* Worked with local law enforcement, Air Force National Guard and FEMA during state emergency missions
* Redesigned the company-wide load plan and training for radios and communication gear
* Taught three company-wide trainings on proper gear usage and basic repair techniques and started quarterly re-certification programs for each company
* Updated the Combat Service Support Automated Information System Interface (CAISI) system to provide a wireless LAN system when in the field

***Platform:*** Windows 10, Long Range Radios (OE254), Blue force tracker network tool, CPOF tool, Microsoft Office tools,

**De Anza Cupertino Aquatics 2018-Present**

**Operations Supervisor/Trainer**

* Manage and run swim school daily operations making sure that all state safety regulations are met
* Interview, hire and train new employees on swim safety techniques, customer service and swim instructor curriculum
* Mentor and oversee students’ progress throughout the program
* Streamline waitlist procedures and parent interaction through online services

***Platform:*** Windows 10, LINKS/Perfect Mind scheduling tool

**Certifications and Credentials**

Proficient across Microsoft Office Toolset

Red Cross CPR and First Aid Certified

Red Cross Lifeguard Certified

US Security Clearance – Secret