

# Jasani Smallwood

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## EDUCATION

**University of North Carolina at Greensboro** — B.S. in Computer Science, May 2025

**Graduated:** May 2025

**Fayetteville Technical Community College** — A.A.S. in Information Technology

**Graduated:** May 2021

- Cisco Networking Certificate
- Cisco Entry Networking Certificate
- IT Basics Certificate
- Dean's List: Fall 2020 & Spring 2021
- Cisco Merit Scholar

## TECHNICAL & PROFESSIONAL SKILLS

- **Design Tools:** Figma, Canva, Photoshop, WordPress, Adobe
- **Front-End Skills:** HTML/CSS, JavaScript, React, Tailwind, CMS platforms
- **UX Skills:** Wireframing, Accessibility, User Flows, Visual Design, Peer Testing, Iterative Feedback
- **Soft Skills:** Collaboration, Public Speaking, Project Planning, Customer Empathy, Peer Training

## WORK EXPERIENCE

### **Assistant Webmaster**

*UNCG School of Health and Human Sciences* — Apr 2024 – May 2025

- Supported 12 departments by updating and maintaining WordPress websites, including full-site migration projects
- Collaborated directly with department chairs to implement structural and content-based site improvements
- Ensured ADA web accessibility by testing and adjusting PDFs, image alt-text, and layouts
- Produced and edited web visuals with Photoshop to enhance user navigation

**6TECH Service Desk Shift Lead**

*UNCG Information Technology Services — Nov 2021 – Apr 2024*

- Provided hands-on technical troubleshooting to UNCG students, faculty, and staff through walk-ins, phone, and chat
- Created and managed weekly shift schedules and tracked attendance for up to 11 student employees
- Designed and led training sessions on customer service, software tools, and common technical issues
- Promoted from analyst to shift lead based on performance, initiative, and leadership

**Senior Administrator**

*Genesis Call Center — Apr 2020 – May 2025*

- Led payroll processing, database maintenance, and internal file management for a remote call center team
- Developed documentation systems to support efficient communication and recordkeeping
- Assisted executive team with special projects related to staffing and reporting

**LEADERSHIP EXPERIENCE**

**Girl Scouts North Carolina Coastal Pines — Jun 2011 – May 2021**

- Earned Gold Award through a self-directed service project donating over 80 handmade items to Fayetteville's homeless community
- Partnered with Stable Stockings to deliver care packages and organized a chili drive to support winter outreach
- Received Silver and Bronze Awards for long-term leadership and impact-based initiatives

**Fayetteville-Cumberland Youth Council — Aug 2018 – May 2021**

- Served as committee lead and youth representative at Fayetteville City Council
- Coordinated with local leaders to advocate for youth-related programming