

# Brittany Chandler | MBA | COMPUTER INFORMATION SYSTEMS

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BrittanyChandler2000@gmail.com

MBA and Computer Information Systems graduate from Colorado State University Pueblo with experience in higher education administration, technical support, and data-driven research. Skilled in database systems, reporting, troubleshooting, and technology platforms that support academic and administrative operations. Strong background in customer service, confidential record management, and cross-department collaboration, with the ability to analyze information, solve problems, and support organizational efficiency through technology and communication.

## PROFESSIONAL EXPERIENCE

### Graduate Assistant – Hasan School of Business

Colorado State University Pueblo | Sept 2025 – May 2026

- Support administrative operations and academic initiatives for the Hasan School of Business.
- Conduct research and data collection for regional economic development studies.
- Assist faculty with course management, grading coordination, and data organization.
- Collaborate with campus departments to support projects and operational initiatives.
- Assist with data organization and reporting using administrative systems to support institutional record management and operational reporting.

### Academic Technology Specialist – Learning, Innovating, and Networking Center

Colorado State University Pueblo | Sept 2025 – May 2026

- Provide technical support to faculty using learning management and instructional technology systems.
- Perform data processing and documentation tasks that support departmental workflow and reporting.
- Develop written and video tutorials to improve faculty and student digital literacy.
- Resolve accessibility issues and assist with Blackboard Ultra course transitions.
- Co-host technology workshops and orientation sessions for faculty and staff.

### Student Financial Services Administrative Support

Colorado State University Pueblo | Aug 2024 – Sept 2025

- Assisted students with scholarships, billing inquiries, loan requirements, and financial aid processes.
- Maintained confidentiality while handling sensitive financial records and documentation.
- Completed administrative tasks supporting large-scale financial aid and billing projects.
- Delivered high-quality customer service in a fast-paced student services environment.

### Healy Fellowship – Hasan School of Business

Colorado State University Pueblo | Oct 2025 – May 2026

- Conduct outreach with local businesses to develop advertising and partnership opportunities for university entrepreneurship initiatives.
- Design marketing materials, logos, and promotional content supporting SOCO entrepreneurship competition.
- Manage webpage updates and improve clarity and engagement of online content.
- Coordinate social media promotion to increase visibility of entrepreneurship events and student initiatives.

### Private Caregiver - Pueblo, Co.

Feb 2020 – Apr 2024

- Assisted with medication management and documented daily care activities.
- Monitored and recorded vital signs and reported changes in patient condition.
- Communicated with healthcare providers regarding care plans and appointments.

### Technical Support Representative

Global Call Center Solutions | Feb 2018 – Dec 2019

- Provided frontline technical support for mobile, internet, and account-related services, diagnosing and resolving connectivity, configuration, and access issues.
- Troubleshoot customer hardware, software, and network-related problems while documenting resolutions and maintaining service records.
- Assisted users with account management, authentication, and billing system issues, ensuring accurate and timely resolution.
- Escalated complex technical issues to higher-level support teams and collaborated to ensure successful problem resolution.
- Developed strong troubleshooting, communication, and problem-solving skills applicable to IT support and help desk environments.

## SKILLS

## EDUCATION

### Master of Business Administration (MBA)

Colorado State University Pueblo — May 2026

### Bachelor of Science, Computer Information Systems (Software Development)

Minor: Business Administration

Colorado State University Pueblo — May 2026

### Associate of Arts

Pueblo Community College — May 2023

## Extracurriculars & Certifications

**CompTIA Security+** In Progress (Expected July 2026)

### National Cyber League

Participated in cybersecurity competitions solving challenges in cryptography, password cracking, network analysis and web exploitation.

- Python
- Java
- C#
- Kotlin
- HTML
- Android Studio
- Blackboard Learn LMS
- Kali Linux
- Wireshark
- Database Fundamentals
- Microsoft Excel
- Data Analysis & Reporting
- Research & Business Analysis
- Customer service
- Problem Solving
- Project Coordination
- Technical Documentation