

Nathifa Lewis

Jamaica, NY • 646-641-9389 • nathifa.a.lewis@gmail.com

Professional Summary

Self-motivated and results-driven ITIL Certified professional with expertise in Cybersecurity, Information Technology, Business Analysis, Project Management, Quality Assurance, and Administration. Demonstrated leadership across Public, Private, Education, and Non-Profit sectors, delivering strategic solutions to improve technology and personnel resources. Skilled in driving equitable and profitable organizational policies.

Core Skills

- Quality Assurance Testing & Management
 - Application Development
 - Business Analysis & Strategic Planning
 - ITIL Processes & Project Management
 - Training & Development
 - Continuity of Operations Planning (COOP)
 - Technical Expertise: Rancher, Confluence, JIRA, IBM Cognos BI, Octopus Deployment, ServiceNow, SQL, Java, HTML, Microsoft Suite (Office, Project, Visio)
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Professional Experience

Pace University

Adjunct Professor

09/2008 – Present

- Teach undergraduate Computer Science and graduate Information Systems courses.
- Mentor students in technology systems internships.

NYC Department of Sanitation

Manual Quality Assurance Lead

Computer Systems Manager / Certified IT Developer (Apps)

07/2019 – Present

- Lead QA manual team operations, including scheduling and resource allocation for diverse projects.
- Oversee QA for internal and external application projects such as SMART and MWBE SOAR.
- Collaborate with cross-functional teams during the SDLC, ensuring quality and compliance.
- Execute automation scripts and support automation team for regression and stress testing.

Quality Assurance Analyst *Computer Specialist (Software)*

10/2018 – 07/2019

- Conducted QA for internal applications and facilitated project testing across development stages.

NYC Department of Education

Web Server and Cognos BI Administrator *Certified IT Admin (LAN/WAN)*

08/2017 – 10/2018

- Administered web servers and Cognos BI reporting on internal and public-facing networks.
- Managed end-to-end upgrade projects, ensuring smooth transitions and user support.

NYC Department of Small Business Services

Software Quality Assurance Tester

05/2013 – 08/2017

- Planned and executed QA processes from requirements to roll-out for in-house applications.
- Provided combined Business Analyst, QA, and Project Management support for key projects.

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COOP Liaison

01/2008 – 08/2017

- Managed the agency's Continuity of Operations Plan (COOP) in collaboration with OEM.
- Conducted training seminars and tabletop exercises for 350+ employees.

Senior Service Support Desk Technician

02/2007 – 05/2013

- Led a team of 4-6 Service Desk staff, overseeing scheduling, evaluations, and operations.
 - Provided technical support and maintained HelpDesk systems.
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Education & Certifications

- **Doctorate (ABD):** Computing for Education Professionals, Pace University (In Progress)
 - **MA:** Computer and Information Science, Brooklyn College, 2006
 - **BS:** Information Systems/Computer Science, Magna Cum Laude, Pace University, 2003
 - **Certifications:** CompTIA Security+, CompTIA Network +, ITIL Foundation Certified, ISTQB Certified Tester, MCP
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Selected Projects

- **SMART Blazing Saddles Release:** Co-Led QA testing and deployment for a major agency system upgrade.
 - **NYC DOE Cognos BI Upgrade:** Ensured readiness for BI environment upgrades, liaising with developers and users.
 - **WorkSource1 Public Portal Upgrade:** Co-led testing for a comprehensive public-facing portal redesign.
 - **SBS COOP Training & Implementation:** Conducted agency-wide COOP awareness and compliance initiatives including development of COOP plan.
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Community Engagement

- **Elected Member:** Community Education Council District 28, Recording Secretary (2021-2025)
 - **PTA Leadership:** Co-President and Secretary roles across multiple school districts (2020-2024)
 - **Parish Council President:** St. Joseph's Parish (2017-2023)
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Languages

- Fluent in Spanish, Intermediate in French
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Awards & Recognitions

- NY State Proclamation contribution to Education and Community (2024)
- NYC DOE Journey Mentorship Program Graduate (2018)
- Excellence in Technology Award (2007, 2008)
- City Council Citation for Contributions to Education, Culture and Community (2014, 2015, 2023, 2024)
- Ms. Grenada-USA Excellence in Education Award 2018