

Mersive device added to Solstice Cloud

- Added a Mersive Solstice device to Solstice Cloud to centrally manage, monitor, and maintain devices remotely. It enables IT administrators to configure settings, monitor device health and room usage, perform software updates, and apply standardized configurations across multiple locations from a single cloud-based platform.
- Pushed the update of Mersive devices Pod Gen3 6.3 version to 6.3.2

PCI DSS Quarterly and Annual Compliance Test Passed

- The organization has successfully passed the Payment Card Industry Data Security Standard (PCI DSS) requirements used to protect cardholder payment data which was failed since December 2025.

Quarterly Compliance Test: passing scheduled vulnerability scans to identify & address security weaknesses in systems that process, store, or transmit payment card information.

Annual Compliance Test: include a Self-Assessment Questionnaire (SAQ), security reviews, policy verification, and other required controls.

Website Management

Designed and customized the website banner to enhance the website's visual appearance and user engagement. Worked on various modules, including the Community Tab, by developing, modifying, and maintaining content to provide easy access to features such as Notify Me, Best Trash Services, and Payment Options, thereby improving the overall user experience.

Financial Oversight & Contract Management

Provided administrative and financial oversight by managing purchase orders, reconciling vendor invoices, and resolving contract discrepancies to ensure compliance with approved contractual agreements. Also facilitated renewals for essential service contracts to ensure uninterrupted operational support.

IT Helpdesk

Resolved IT helpdesk requests by troubleshooting and fixing a range of technical issues to ensure smooth daily operations. This included resolving scanning problems, addressing multi-factor authentication (MFA) access issues, assisting users with Microsoft Outlook email rules and email forwarding, and supporting onboarding of new employees by setting up accounts and configuring phones. Additionally, provided support for website modules to maintain functionality and improve user access and experience.

Meeting with different IT Vendors

Scheduled and coordinated meetings with multiple vendors to discuss services, requirements, and ongoing or potential business engagements. The process helped facilitate clear communication, evaluate vendor offerings, and support decision-making for procurement and service management.