

Cybersecurity-focused college student with strong customer service experience and hands-on volunteer work in technical roles. Experienced in training, team leadership, and supporting technology operations for live events. Bringing over 2 years of work experience and a passion for technology to every opportunity.

## Employment history

### Team Leader, Chick-Fil-A, 2022 - 2024

Chesapeake, VA

- Trained new team members on core restaurant procedures, ensuring high standards of service and compliance.
- Led shifts for teams, maintaining operational efficiency and excellent customer satisfaction.
- Provided ongoing instruction and support to team members, contributing to improved team performance.

### Team Member, Plato's Closet, 2024

Chesapeake, VA

- Tag new inventory items efficiently to maintain accurate stock levels.
- Ensure the store layout and displays meet company standards, contributing to a positive shopping experience.
- Assist customers per with purchases and inquiries, demonstrating strong customer service skills.

### Guest Advocate, Target, Feb 2025 - Present

Chesapeake, VA

- Delivered fast-paced guest service while maintaining accurate cash handling and transaction efficiency.
- Resolved guest concerns and complaints to restore satisfaction and preserve repeat business.
- Supported drive-up and order pickup operations to speed fulfillment and reduce wait times during peak hours.
- Collaborated with team members to maintain service standards and meet accuracy targets under high-volume conditions.

## Education

### Old Dominion University, Norfolk, Virginia, 2024 - 2028

B.S. in Cybersecurity

## Skills

Customer Service

Analytical Thinking

Team Leadership

Adaptability

Basic Python Scripting

Technical Writing

Incident Documentation

Basic HTML / CSS / Javascript