

# Audrey Gyane

571-375-9881

Agyan001@odu.edu

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<https://sites.wp.odu.edu/akgyane/>

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## EDUCATION

Old Dominion University, Norfolk, VA

**Bachelor or Master of Degree Obtained**

Expected Graduation: December 2026

**Major or Concentration:** Cybersecurity **Minor:** N/A

Community College Name or University, City, State

**Associate of Degree Obtained**

**Relevant Courses:** Python, Linux, Information systems, Cybersecurity Technology Society, Literacy to Cyber

## RELATED EXPERIENCE

Costco, Fredericksburg and Virginia

**Cashier**

May 2023 – Present

- Operate register and manage customer transactions with accuracy and efficiency in a high-volume retail environment
- Adapt to multiple roles within a single shift, including assisting in membership, cart collection, and stocking, to support team operations and customer satisfaction
- Communicate effectively with diverse customers and team members to ensure a positive and inclusive shopping experience
- Maintain composure and professionalism during peak hours to uphold Costco's standards of service
- Collaborate with coworkers across departments to streamline workflow and reduce customer wait times

Housing and Residence Life, Norfolk and Virginia

**Desk Receptionist**

March 2023 – Present

- Conduct key audits and maintain accurate records of issued keys, ensuring secure access to facilities
- Manage multiple databases, including StarRez, to track guest check-ins, student information, and access logs
- Communicate effectively with students and parents, addressing concerns, providing information, and offering solutions to challenges
- Resolve issues through proactive problem-solving, ensuring smooth operations and maintaining a positive environment
- Oversee lobby access, ensuring security protocols are followed and visitors are properly checked in

## LEADERSHIP

**Title of Affiliation;** *African Student Association*

September 2022 – Present

- Lead and manage the organization's dance team, overseeing choreography, rehearsals, and performance preparation
- Coordinate performances for campus events, promoting cultural expression and student engagement
- Collaborate with executive board members to plan and execute events that align with the organization's mission
- Foster a positive and inclusive environment for team members, encouraging participation and creative input
- Represent the organization in multicultural showcases, enhancing visibility and community involvement

## SKILLS

- Deliver exceptional customer service by addressing needs with efficiency, empathy, and professionalism
- Demonstrate leadership through initiative-taking and support of team goals in fast-paced environments
- Collaborate effectively in team settings, contributing to a strong teamwork culture and shared success
- Utilize strong communication skills to engage with diverse individuals and ensure clarity in interactions

- Apply problem-solving techniques to quickly assess issues and implement effective solution
- Follow instructions accurately and consistently, showcasing a strong ability in taking direction and executing tasks
- Perform database entry and management, ensuring accuracy, organization, and secure handling of information