

# ALANNA RICHERSON

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## Education

Old Dominion University - Norfolk, VA

ODU School of Cybersecurity

**Bachelor of Science, Cybersecurity**, December 2024

Central Virginia Community College - Lynchburg, VA

Associate degree: General Studies, May 2020

Amherst County High School - Amherst, VA

High School Diploma, May 2020

## Professional Summary

Enthusiastic Cybersecurity major with knowledge in Unix, Linux, and cyber law. Also, a former computer science major experienced in coding. Highly organized customer service worker with exemplary multitasking, time management and customer service skills. Responsible professional willing to go extra mile to assist others with solving problems.

**Relevant Coursework:** Basic Cybersecurity Programming and Networking, Linux System for Cybersecurity, Windows System Management and Security, Introduction to Reverse Software Engineering, Cybersecurity Ethics, Networked System Security, Cybersecurity Strategy and Policy, Cybersecurity Techniques and Operations, Cyber Law

**Skills:** Cyber Security | Linux | Unix | Spreadsheet Tracking | Win Systems Management | Creative Solutions | File and Records Management | Cyber Strategy and Policy | Call Answering and Routing | Visitor and Customer Relations | Data Confirmation | Customer Complaint Resolution | Front Desk Operations

## Work History

**Online Personal Shopper**, May 2021 to August 2021

**Walmart** – Madison Heights, VA

- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Worked with many customers daily to fulfill specific orders according to customer needs and inventory availability.
- Conferred with customers to understand needs and make targeted recommendations.
- Bins and picks merchandise using inventory management system, correcting discrepancies to improve overall accuracy.

**Front Desk Receptionist, September 2023 to May 2024**

**Old Dominion University – Norfolk, VA**

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Transcribed phone messages and relayed to appropriate personnel.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Used internal software to process reservations, check-ins, and check-outs.
- Entered customer data into room system and updated information whenever patrons changed rooms.

**Front End Cashier, 07/2023 to Current**

**Biscuitville – Madison Heights, VA**

- Interacted with customers and collected payments for services and products at front counter.
- Implemented store policies.
- Displayed a positive attitude and performed tasks quickly to ensure customer satisfaction.
- Able to perform multiple tasks given to me simultaneously and in a timely manner.
- Able to adapt to any situation to assume any role at any time.