

Alicia Satchell

Norfolk, VA

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EDUCATION

Old Dominion University, Norfolk, VA

Month & Year of Expected Graduation: May 2027

Major: Cybersecurity

GPA: 3.18

Dean's List: Fall & Spring 2023-2024

Relevant Courses: Linux Systems for Cybersecurity, Cybersecurity Technology & Society, Interdisciplinary Theory & Concepts

RELATED EXPERIENCE

University Village Bookstore, Norfolk, VA; **Textbook Sales Associate**, October 2025 – January 2026

- Processed textbook orders and utilized internal systems to accurately match students with required course materials
- Maintained inventory by shelving and organizing textbooks with a high level of attention to detail to prevent errors and discrepancies
- Verified student identity through ID checks to ensure secure and accurate order distribution.
- Delivered customer service by assisting students with textbook selection, returns, and system-related inquiries in a fast-paced environment
- Prevented billing and fulfillment errors by carefully reviewing transactions and order details
- Demonstrated adaptability to evolving software systems, workflow changes, and updated management procedure

ADDITIONAL EXPERIENCE

Goodwill Central and Coastal Virginia, Suffolk, Virginia; **Sales Associate**

June 2024 – August 2024

- Developed strong attention to detail and process accuracy skills through handling high-volume transactions and maintaining consistent record accuracy in fast-paced daily operations
- Strengthened problem-solving and decision-making abilities by resolving customer concerns and operational issues efficiently while following established procedures

- Built adaptability and workflow management skills through balancing multiple responsibilities and adjusting to changing priorities under time constraints
- Demonstrated reliability, attention to detail, and adaptability while managing multiple responsibilities under time constraints
- Maintained organized workspaces and inventory systems, supporting efficiency and operational consistency

Sentara Obici Hospital (Employee Health Office), Suffolk, Virginia; **Junior Volunteer**, July 2022 – August 2022

- Supported day-to-day healthcare office operations and workflow coordination within a fast-paced clinical environment
- Applied strong attention to detail, confidentiality, and professionalism while managing sensitive documentation and records
- Strengthened communication and cross-functional collaboration skills through ongoing coordination with nursing staff and office personnel
- Maintained organized medical and office supply inventory, including clinical materials, to support efficient day-to-day department operations
- Developed adaptability and process-oriented thinking while working in a structured clinical systems environment

LEADERSHIP

Phi Eta Sigma (National Honors Society)

February 2024 – Present

- Participated in academic and professional development activities through honors society membership

Nursing CAP Inc.

June 2018 – August 2023

- Attended organization meetings.
- Tutored students in mathematics, strengthening communication and instructional skills
- Assisted in organizing a PSA mental health awareness video

SKILLS

Technical Skills:

- Linux Fundamentals exposure
- Microsoft Office
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

Core Skills:

- Attention to Detail
- Problem-Solving
- Communication
- Adaptability
- Time Management