

# Ziaire Bynum

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## Skills

- Clear oral/written communication
- Critical thinking
- Organizational skills
- Conflict resolution
- Patience
- Creativity
- Leadership skills
- Bookkeeping
- Clerical support
- Quality customer service

## Work History

**Membership Services Specialist**, 10/2019 to current

**Old Dominion University Student Recreation Center**

- Handles incoming calls regarding membership statuses and recreation center activities
- Provides quality customer service for all patrons
- Sells memberships and services for new and existing members
- Monitors entry and exit gates
- Helps with training of new employees

**Office Manager**, 06/2017 to 03/2020

**Jones Electric Contractors, INC** - Emporia, VA

- Handled all incoming business and client request for information
- Oversaw appointment scheduling with clients and personnel
- Solved problems timely and effectively, ensuring customer satisfaction
- Interacted with customers professionally by phone, email, and in person to provide information desired staff members
- Kept track of employees' attendance and time off requests

## Education

**Southside Virginia Community College (2018)** - Albemarle, VA

- Associate of Art and Science in General Studies
- Member of Phi Theta Kappa National Honor Society

**Old Dominion University** - Norfolk, VA

- Bachelor of Science in Speech/Language Pathology & Audiology, Minor in Psychology (December 2021)
- Member of Kappa Delta Pi, International Honor Society in Education
- Member of ODU Student Engagement & Enrollment Services Student Leadership Council

## Certifications & Completions

- Microsoft Word
- Microsoft PowerPoint
- American Red Cross CPR/AED and First Aid
- VDOE: Regulations Governing the Use of Restraint and Seclusion in Elementary and Secondary Schools in Virginia Modules
- VDOE: Dyslexia Awareness Module
- Virginia DSS: Child Abuse and Neglect: Recognizing, Reporting and Responding for Educators