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# CHENOA GLENN

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◆ariglenn.22@gmail.com◆

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## Professional Summary

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Trained in technical support and infrastructure management. Knowledgeable about supporting users with in-person and remote assistance. Quality-driven and self-motivated individual with a superior work ethic and diligent nature.

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## Skills

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- Administrative support specialist
- Advanced clerical knowledge
- Project planning
- Data entry/Typing (67 WPM)
- Database administration
- Research
- Spreadsheet management
- Quality assurance
- Adobe proficiency
- Service standard compliance
- MS Office proficiency
- Account management

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## Education

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**Bachelor of Science:** Cybersecurity, Spring 2023

**Old Dominion University**-Norfolk, VA

- INNOVATE Cyber Program-Spring 2022
- Tau Sigma Honors Society
- Current GPA: 3.5

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## Experience

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**Student Innovator**

**January 2022 - April 2022**

**Innovate Cyber (ODU)** - Norfolk, VA

- Experiential learning initiative where I was able to employ innovation, creativity, active learning, and analytical and critical thinking skills.
- As a member of the INNOVATE Cyber cohort:
  - I worked within a team setting to identify a challenge related to cybersecurity.
  - Used design thinking approach to problem-solve.
    - Created an app as a prototype “Cygiene” to help others be more aware of Cyber Hygiene practices.
  - Employed user experience skills to identify the root cause/issue,
  - Developed a solution to address the problem and iterate to create a prototype to solve the challenge.

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## Work History

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**Helpdesk Technician**

**November 2021 - January 2022**

**System One** – Lynchburg, VA

- Answer phone calls and assist co-workers with help desk maintenance.
- Communicate clearly and concisely the process to resolve the issue so user can continue accessing computer.
- Articulate complicated concepts verbally and in writing, to include email and chat.
- Research various systems and software to obtain and process information, i.e., Google, Cisco/Finesse, and SharePoint, Skype, Internet
- Utilize Microsoft Office programs, keying and alpha numeric.

**Financial Aid Agent**

**July 2019 – November 2021**

**Liberty University** – Lynchburg, VA

- Monitor, evaluate, and problem solve issues with student’s financial aid.
- Communicate clearly and concisely the process to resolve the issue so aid may be awarded.

- Articulate complicated legal/financial concepts verbally and in writing, to include email and chat.
- Research various systems and software to obtain and process information, i.e., BANNER, Google, Cisco/Finesse, and SharePoint.
- Utilize Microsoft Office programs, keying and alpha numeric.
- Instruct training sessions for chat team, assist with shadowing/training new financial aid agents.
- Provide backup support to Support Team and assist with agent calls within financial aid call center.

## **Enterprise Selling**

**August 2017 - July 2019**

### **J. Crew – Lynchburg, VA**

- Provided excellent customer care by updating orders, changing shipping addresses and cancelling orders.
- Partnered with store locations and assisted in updating orders, addresses and shipping methods.
- Updated various excel spreadsheets with data inputted to Blue Martini, Green Martini, and DOM systems.
- Partnered with Comenity bank to obtain credit card information on behalf of customers.
- Updated customer's profiles while retaining confidential information.
- Maintained positive relationships with representatives of UPS, FedEx, USPS and DHL shipping companies.

## **Administrative Office Specialist III**

**August 2016 – April 2017**

### **Virginia Center for Behavioral Rehabilitation (Caliper) – Burkeville, VA**

- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Managed office inventory by restocking supplies and placing purchase orders to obtain ample stock.
- Drafted professional business memos, letters, and marketing copy to support business objectives and growth.
- Performed general office duties, including answering phones, routing telephone calls or messages to appropriate staff, greeting visitors, and handling incoming and outgoing mail.
- Assigned abuse and neglect cases to appropriate investigators to process and resolve issues.

## **Data Entry Operator I/Quality Control Auditor**

**November 2015 – March 2016**

### **Genworth (TECHEAD) – Richmond, VA**

- Evaluated components and final products against quality standards and manufacturing specifications.
- Created and deployed best practices to improve efficiency and reduce defects.
- Analyzed and compiled quality control data for trends and developing issues.
- Made accurate recommendations on corrections to Front End management.

## **Cashier/Customer Service Representative**

**July 2012 – June 2014**

### **Chick Fil-A - Farmville, VA**

- Provided excellent interpersonal communication skills.
- Serviced 100+ students daily while giving exceptional customer service.
- Professional phone etiquette
- Handled cash and used basic math skills to calculate draw total