

# Devyn Swann

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## Education

### Old Dominion University

Bachelor of Science in Business Administration

Major: Information Systems & Technology

GPA: 3.6

Current Student

Norfolk, VA

May 20xx

## Experience

### Chuck E. Cheese's

Cashier

Irving, Texas

Jan. 2014 – Jan. 2015

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations. Operating scanners, scales, cash registers, and other electronics. ... Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.

### Alorica

Customer Service Representative

Jacksonville, North Carolina

June. 2017 – Mar. 2019

- Collected customer feedback and made process changes to exceed customer satisfaction goals. Provided accurate and appropriate information in response to customer inquiries. Addressed customer service inquiries in a timely and accurate fashion. Formulated and enforced Service Center policies, procedures, and quality assurance measures. Properly directed inbound calls in phone queues to improve call flow. Verified that information in the computer system was up-to-date and accurate. Verified and logged in deadlines for responding to daily inquiries. Identified and resolved system and account issues.

## Leadership Experience

### U.S Navy

Boatswain's Mate

Jacksonville, Florida

Mar. 2015 – Jan. 2017

- Boatswain's mates train, direct and supervise personnel in ship's maintenance duties in all activities relating to marlinspike, deck, boat seamanship, painting, upkeep of ship's external structure, rigging, deck equipment and, of course, boats.
- Boatswain's mates also operate and maintain equipment which may be used in a variety of areas aboard a ship, including loading and unloading cargo, ammunition, fuel, and general stores.
- Since this rating is kind of an all-purpose position, the duties are varied and tend to cover work not assigned to other ratings. Boatswain's mates may serve as helmsmen and lookouts, or stand as security watches, or serve as part of a damage control, emergency, or security alert team.
- My duties also included repairing, maintaining and stowing equipment in preparation for underway operations; doing temporary duty for 90-120 days with food services divisions or compartment cleaning; working in non-engineering divisions of the ship or station or participating in naval ceremonies.

### U.S Navy

Religious Program Specialist

Jacksonville, North Carolina

Jan. 2017 – Mar. 2019

- Store completed documents in appropriate locations.
- Compare data with source documents, or re-enter data in verification format to detect errors.
- Compile, sort and verify the accuracy of data before it is entered.
- Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.
- Support clergy of all faiths in the facilitation of religious activities.
- Provide physical security for Chaplains during field exercises and in combat environments
- Maintain records, ecclesiastical documents, and references for various faith groups
- Operate, manage, and maintain religious ministry facilities afloat and ashore Assist in the preparation of devotional and religious educational materials and audiovisual displays.
- Handle all phases of the logistical support requirements for religious programs aboard ships, at shore stations and hospitals, and for Marine Corps units and other sea service commands.

- Operate/maintain libraries and publicize the command's religious activities.
- Work under the oversight of Navy Chaplains.

**Memberships:** National Society of Collegiate Scholars (Fall 2021 – Present)

**Awards:** Dean's List Fall 2020

**Volunteering:** 53.75 Hours of volunteering

**Computer Skills:** C++, Windows, Mac, IOS, Android

**Certifications:** CompTIA A+ 1001

**Languages:** English

**Related Course Work:**

- IT 201 Intro to Information Systems
- CS 150 Problem Solving & Programming
- CS 250 Problem Solving & Programming
- CS 361 Data Structures/Algorithms
- CS 381 Intro to Discrete Structures