

Jaelyn Marshall

College Graduate: Cybercrime

Phone (540) 848-4582

Email Jaelynmarshall00@gmail.com

Address VA

PROFESSIONAL SUMMARY

College Graduate looking to join the workforce to gain real-world experience. Ability to complete tasks on time in both individual and team settings. Committed and dedicated to resolving issues and providing quality service. Dependable and reliable, ready to learn and grow with your company.

EXPERIENCE

MEDICAL BILLER — Lifecare Medical Transports

Fredericksburg , Va, May 2022 - Present

- Verified signatures and required information on checks.
- Obtained and relayed account information.
- Returned checks to customers or retrieved checks returned to customers in error, adjusting accounts and answering inquiries about errors as necessary.

SALES BRAND AMBASSADOR — Altar'd State

Virginia Beach , va, September 2021 - March 2022

- Answered product questions and mitigated concerns to close sales.
- Set up and arranged displays and demonstration areas to attract attention of prospective customers.
- Kept areas neat while working and return items to correct locations following demonstrations.

TEAM LEAD TRAINER — Panera Bread

Norfolk , Va , September 2019 - October 2021

- Acted as content expert on training to achieve excellence from new employee's.
- Lead floor to achieve great customer service
- Customer-focused approach to resolving problems, and reassuring great experiences.
- Responsible for delivering great levels of service

SALES ASSOCIATE — Kohls

Fredericksburg , va , October 2017 - June 2018

- Engaged with guests to understand and anticipate customer service needs.
- Drove sales through customer relationship building and suggestive selling techniques.
- Promoted benefits of store credit cards or customer loyalty programs to encourage repeat business.

CASHIER — Chick fil a

Charlottesville, va, June 2017 - January 2018

- Greeted and informed customers of products, fostering positive store experiences.
- Built and maintained positive working relationships with co-workers.

EDUCATION

BACHELOR OF SCIENCE (B.S.) IN CYBERCRIME

— Old Dominion University

Norfolk, VA, Dec 2022

GPA 3.0

Relevant Coursework

- Cyber Ethics
- Networking and Programing
- Digital Forensics

Extracurricular Activities

- Omega Phi Alpha (ΩΦΑ)
- Softball Club

SKILLS

- Cooperative Attitude
- Basic Mathematics
- Team Leadership
- Data Analysis
- Goal setting and Achievement
- Microsoft Office
- Adaptable and Flexible
- Analytical Thinking
- Creative Thinking
- Social Perception

REFERENCES

References available upon request