

# Kerina Drummond

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## Education:

**Bachelor of Science - B.S**, Old Dominion University, Norfolk, VA (August 2024 - June 2026)

**Major:** Cybersecurity

**GPA:** 3.76

**Associate Degree of Science**, Tidewater Community College, Portsmouth, VA (Sep 2021 - May 2024)

## Related Experience:

**Student Intern**, Veterans Business Outreach Center, Norfolk, VA (October 2024 - Present)

- Streamlined office processes through proficient use of Microsoft Office tools and software applications.
- Assisted in designing engaging presentations utilizing visual aids to captivate audiences during meetings and conferences.
- Expanded industry knowledge through active participation in professional development workshops, seminars, and networking events.

## Additional Experience:

**FOH team member**, Panda Express, Norfolk, VA (September 2024 - Present)

- Quickly and Efficiently moved through long rushes
- Formed “win-win” relationships and with guests
- Collaborated with team members for smooth operations.

**Server and To Go Specialist**, Olive Garden, Chesapeake, VA (Aug 2023 - Present)

- Managed multiple tables and to-go orders efficiently.
- Enhanced customer satisfaction through personalized service and resolved complaints professionally.

- Collaborated with team members for smooth operations.

**Team Leader in Training**, Chick-fil-A, Chesapeake, VA (Jul 2022 - Mar 2024)

- Led conflict resolution, empowered team members, and set performance expectations.
- Demonstrated professionalism and adaptability in a dynamic environment.

**Campaign Canvasser**, Lisa Lucas Burke City Council Campaign, Portsmouth, VA (November 2020- November 2020)

- Educated voters and distributed campaign literature.

### **Community Service:**

**Student Volunteer**, Manor High School, Portsmouth, VA (Aug 2023 - Aug 2024)

- Assisted in events and maintained high productivity.
- Balanced academic responsibilities with demanding volunteer work.

**Volunteer**, Chestnut Bingo Hall, Newport News, VA

- Utilized interpersonal skills and math abilities for customer interaction and sales.

**Student Volunteer**, Virginia Stage Company, Norfolk, VA

- Assisted patrons and maintained excellent attendance

**Volunteer**, Dominion Community Impact Food Drive & Basilica Saint Mary Food Pantry

- Distributed food, assisted recipients, and maintained operational facilities.

### **Leadership:**

**Vice President**; Data Science/ Database Student Club

- Plan and Host seminars with esteemed guests
- Photograph and videotape event
- Manage uploads
- Brainstorm events and collaborate with team to bring events to life
- Manage student outreach through surveys, chat rooms, flyers, etc

### **Skills:**

- Customer Relations, Conflict Resolution, Adaptability

- Time Management, Interpersonal Communication, Cultural Awareness, Good Listening Etiquette
- Reliable and Responsible, Visitor Greeting, Loading and Unloading Procedures
- Capable of lifting up to 60 lbs
- English

#### **Technical Skills:**

- Microsoft Office, Linux Systems, Programming (Python)
- Email, Troubleshooting

#### **Certifications:**

- Workplace Readiness
- ServSafe

#### **Awards:**

- National Impromptu Speaking First Place (FCCLA) 2024
- Regional Impromptu Speaking First Place (FBLA) 2023