

Experience

I started off my professional work experience at the age of 16. I started working at Boston Market where I was tasked with the role of being a cashier and server. This is where I first developed professional customer service skills where I often socialize and communicate with customers on a daily basis. Boston Market is known for its popular rotisserie style, and this brings in a lot of customers. Welcoming and serving a large number of customers daily gave me the opportunity to develop the skills of teamwork, working under pressure, and multitasking in order to satisfy customer's needs. In the late summer of 2020, I was hired as a sortation associate at Amazon. Since the Amazon position I was hired for requires a lot of sorting, my organizational skills were further developed. Flexibility and adaptability were skills that were also needed to get a job done. There was a 90% chance that the role you were assigned the previous day would not be assigned to you the next day. This means that a person should be flexible and be able to adapt to different roles within the warehouse. Furthermore, Amazon is a teamwork based and fast-paced environment in which there are a certain number of packages that need to be sorted at the end of each shift. In the summer of 2021, I applied for an Intramural Referee position via Handshake. As an Intramural soccer referee, I am tasked with overseeing and taking charge of various sports games. In this role, I took advantage of the opportunity to develop my decision making and problem-solving skills. I further developed my communication skills by frequently communicating with co-workers and players during games. I also enhanced my leadership skills by conducting Intramural training and reviewing new hires who are officiating. By reviewing new hires, I can provide real-time feedback that will improve their referee skills. My most recent employment is working as a box office ticket seller and front desk receptionist. I was hired in October of 2021 at the Chartway Arena. As a ticket seller and front desk receptionist, I am able

to further enhance my customer service skills by frequently interacting with customers in order to sell tickets to Old Dominion University athletics games. The role requires frequent troubleshooting where I am required to use my attention to details and problem-solving skills to address a given problem.

To give back to the community, I indulged in voluntary service at Riverside elementary School in Alexandria, Virginia. I worked as a peer mentor from 2017 to 2019. During my time as a peer mentor, I oversee students' sports activities, help direct students towards a career path they find exciting, and assist with course work. When it comes to overseeing sports activities, I would often show students the power of teamwork and how to approach a particular sport tactically. Helping students towards a career path was the most challenging task I was equipped with. Students are often not sure what they are interested in, and I would make it a priority to help these students by having them write down a list of careers that seems exciting. Lastly, I worked with students who struggle academically and need extra support. I would often help students in various subjects' areas, so they are exposed to multiple methods when approaching an assigned task. Skills from both professional work experience and voluntary service have taught me many transferable skills that I can take into my cybersecurity career.