

Mikayla D. House

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- ◆ Seeking a developmental opportunity that will build on my educational foundation in Criminal Justice and Cybercrimes while continuing to develop my strong written and verbal communication skills
 - ◆ Coursework in computer science covering C++ programming and operation of the Bloomberg Terminal including Bloomberg Market Concepts Certification
 - ◆ Driven achiever with customer service, communication and organizational strengths and a history of strong contributions in both paid positions and sports activities
 - ◆ Proficient with Microsoft Office productivity software such as Microsoft Teams, Word, Excel, and PowerPoint with strong capabilities to quickly learn new software applications.

EDUCATION

Old Dominion University – Norfolk, VA

CRIMINAL JUSTICE MAJOR ◆ CYBERCRIME MINOR
ADDITIONAL COURSEWORK IN COMPUTER SCIENCE
Class of 2021 ◆ Bachelor of Science pending

***Involvement
Activities:***

- ◆ **Learning Community (LC) : Women on Wall Street**
Woman's Studies and Finance/Stock Market classes
- ◆ **L.E.A.D.E.R.S (Leadership, Academic internship, Diversity, Entrepreneurship, Research, or Service learning)**
Courses shape individuals for real world careers with hands-on/interactive coursework

Potomac Senior High School – Woodbridge, VA

2017 Graduate ◆ 3.2/4.0 GPA

***Leadership/
Involvement
Activities:***

- ◆ **Starting Catcher | Potomac Panthers Softball, (3 years)** Captain of the defense responsible for infield communications and play coordination
- ◆ **Trainer and Mentor for Potomac Softball Team, (3 years)** Helped train younger and less experienced softball players, assisted with running practices
- ◆ **National Art Honor Society, (1 year)** Volunteer art camp counselor, guided and instructed young artists on basic art concepts and techniques

WORK EXPERIENCE

◆ **Panera Bread, Team Leader – Norfolk, VA**

March 2020 – Present

- Lead a team of up to 8 subordinate employees each shift
- Perform critical liaison between management and subordinates ensuring employees understand organizational goals and have the training and tools to achieve those goals
- Conduct employee training in equipment operations and proper work-safety procedures
- Train workers in food preparation, sanitation and customer service
- Supervise and participate in both kitchen and dining area cleaning activities

- Utilize strong communication skills to resolve customer complaints regarding food service
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups as required
- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- ServSafe Certified; ANSI and the Conference for Food Protection accredited sanitation certification required by most restaurants as a basic credential for their management staff

◆ **Panera Bread, Cashier – Norfolk, VA**

September 2019 – March 2020

- Applied and improved organizational skills
- Enhanced time management skill in a team setting
- Responsible for cash and credit transactions exceeding \$15K daily
- Provided front-line customer service to deescalate and resolve customer complaints
- Ability to work cooperatively as a part of a diverse team
- Dependability both in and out of the workplace

◆ **BurgerFi, Cashier – Woodbridge, VA**

January 2017 – November 2018 and May 2019 – August 2020

Seasonal employee during summer and holiday breaks from college

- Learned and practiced strong leadership skills
- Developed effective organizational and time management skills
- Cultivated the ability to work well under stress
- Customer Service focused; maintained customer satisfaction throughout the work day
- Responsible for cash and credit transactions exceeding \$4K daily
- Ability to work effectively as a part of a diverse team
- Management's go-to employee to fill absences and shift no-shows

◆ **Powell's Landing Community Pool (Seasonal), Lifeguard – Woodbridge, VA**

June 2015 – September 2015 and May 2016 – September 2016

- Trained to provide emergency care and treatment until emergency medical personnel arrive
- Maintained constant surveillance of patrons in the facility
- Enforced adherence to pool guidelines and rules in a professional manner to secure patron safety

REFERENCES

- ◆ Jaime Bowman
 - General Manager, Panera Bread
 - 757-532-8909
 - Jaime.bowman@panerabread.com
- ◆ Alaina Hyle
 - Assistant Manager, BurgerFi
 - 571-228-0717
 - Alainamhyle@gmail.com
- ◆ Charles Gray PhD
 - Academic Advisor, Master Lecturer, ODU
 - 757-683-3795
 - crgray@odu.edu
- ◆ Joe Dames
 - Sherpa 6, Inc; Chief Executive Officer
 - 253-306-4470

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