

Marcus L. Sowers
Fredericksburg, Virginia 22407
(571) 330-2836
sowersmarcus1999@gmail.com

EDUCATION

Old Dominion University, Norfolk, VA
Bachelor of Science in Cybersecurity
Major: Cybersecurity (BS)

December 2024

Relevant Courses: Basic Cybersecurity Programming and Networking, Cybersecurity Techniques and Operations, Cybersecurity Fundamentals, Networked System Security, Operating Systems, Digital Forensics, and Entrepreneurship in Cybersecurity

EXPERIENCE

Stripers Waterside

Lead Server and Training Specialist

Feb 2023 – September 2024

- Demonstrated leadership skills by effectively supervising and motivating a team of 8 to 10 servers, hosts, and kitchen staff
- Managed the restaurant in the absence of the general manager by overseeing payroll and establishing employee schedules
- Developed organizational goals, resolved customer complaints, and solved problems to ensure organizational success
- Cultivated strategies to meet results, leveraging customer service programs, events, menu knowledge, and software
- Ensured coaching culture was present to include timely acknowledgement of successes and feedback on opportunities
- Trained and developed associates to ensure they continued to provide outstanding service and represent brand standards

Dashmart by Doordash

Operations and Training Specialist

Apr 2023 – Mar 2024

- Analyzed daily logistics, sales and operational data operating Microsoft Excel to identify trends and improve operations
- Managed event project timelines and deliverables, successfully completing each project within the budget and on time
- Trained and mentored new employees on operational procedures that ensured exceptional teamwork and service
- Created strategies to effectively maintain standard operating procedures that ensured both compliance and consistency

ABC Liquor Store Norfolk, Virginia

Sales Associate

Nov 2020 – Dec 2022

- Presented communication skills assisting over 100 customers and Licensee Companies in selecting items of their choosing
- Provided teamwork by assisting team members in handling customers, cash operations, and store maintenance when needed
- Displayed dependability and willingness to learn by familiarizing with previously unknown and new products and technology

- Communication and Persuasive skills shown by explaining and selling promotional items to valued customers while accumulating commission
- High work ethic consistently demonstrated to teammates by organized store shelves and completion of stock around 30-50lbs

LEADERSHIP

Title of Affiliation; *PreCalculus with Trigonometry Tutor*

2020

- Tutored around 15 classmates for extra credit
- Sharpened communication and leadership skills through helping others
- Tutored as a freshman due to my already proficient mathematics skills

SKILLS

Tangible:

- Basic Understanding of Python, JavaScript, and C++
- Microsoft Office, Word, Excel, PowerPoint, and Outlook
- Operated in environments such as Windows, Mac OS, and Linux
- Google Apps

Intangible:

- IT Experience
- Group Collaboration
- Communication and Listening Skills
- Leadership
- Critical Problem-Solving Skills