

Michaela Thompson

Norfolk, VA 23508

5717995786

Kaylamorgan088@gmail.com

WWW: <https://sites.wp.odu.edu/mthom062/>

Summary

With a strong technical background I have effectively used my skills to develop and implement my learnings. My knowledge of Cisco Networking has allowed me to troubleshoot and resolve complex network schemas. Demonstrating a keen ability to quickly learn and adapt to new technologies, I stay ahead of the fast pace tech industry to keep my knowledge updated. My dynamic skill set and passion for technology contribute to a consistently high level of performance and achievement.

Skills

- Clerical Support
- Scheduling
- Technical Support
- Bookkeeping
- Administrative Support
- Code Writing
- Web development
- Python
- Network Performance Analysis
- Network system design
- Data Entry
- Critical Thinking

Experience

Receptionist, 04/2023 — 09/2023

SPACES/IWG — Tysons Corner, VA

- Greeted visitors and provided them with assistance.
- Answered incoming calls, took messages, and transferred calls to appropriate departments or personnel.
- Scheduled appointments for clients, customers, and other visitors.
- Performed data entry tasks into various computer systems accurately and promptly.
- Provided administrative support to staff members including typing letters, filing documents, and scanning and copying documents when necessary.

Assistant Manager, 05/2019 — 11/2022

Bed Bath & Beyond — Dulles, VA

- Assisted in the development of operational strategies to ensure efficient and productive operations.
- Provided guidance and support to junior staff members on daily tasks, projects, and objectives.
- Conducted regular performance reviews for employees to identify areas of improvement.
- Managed customer service inquiries and complaints in a timely manner.
- Maintained up-to-date knowledge of company products and services.

VASTS Intern, 09/2020 — 04/2021

National Aeronautics And Space Administration — Washington D.C.

- Collaborated with other interns to ensure efficient completion of research tasks.
- Gathered and analyzed data using qualitative methods such as interviews and focus groups.
- Created detailed reports summarizing the findings from various research studies.
- Prepared presentations outlining research results for senior management team members.

Education and Training

06/2022 Potomac Falls High School — Potomac Falls, VA

High School Diploma

06/2022 Academies of Loudoun — Leesburg

Cisco Certification Cisco Networking

Old Dominion University — Norfolk, VA

Some College (No Degree) Cybersecurity Engineering

Activities and Honors

- Member of Model United Nation
- Cybersecurity Club member

Accomplishments

- Deans List Spring Semester 23'

Certifications

- CCNA Certification

References

References available upon request.