

EDUCATION

- Old Dominion University, Norfolk, Virginia
Bachelor of Science in Cybersecurity 05/2026
Major: Cybersecurity
GPA: 3.25/4.0
- Granby High School, Norfolk, Virginia
Advanced Studies Diploma 09/2021 – 06/2023
GPA: 4.04/4.0

RELEVANT EXPERIENCE

- Harris Teeter – **Front End Assistant Manager**, Norfolk, VA 09/2025 – Present
- **Create and manage employee schedules** to ensure accuracy, efficiency, and fair distribution of hours.
 - **Coach and mentor team members** to strengthen performance, teamwork, and customer service.
 - **Oversee daily accounting**, reconcile transactions, and ensure financial accuracy between days.
 - **Process refunds, voided transactions, and perform self-checkout money pulls** to maintain accuracy and prevent loss.
 - **Handle cash pickups** and enforce compliance with all cash-handling policies.
 - **Resolve customer concerns promptly and professionally**, ensuring every shopper leaves satisfied.
- Harris Teeter – **Desk Clerk**, Norfolk, VA 08/2024 – 09/2025
- Deliver **exceptional customer service** by assisting shoppers, addressing concerns, and resolving escalated issues
 - **Oversee front-end operations**, ensuring cashiers follow company policies and transactions and processed accurately
 - **Manage customer service desk functions**, including processing returns, exchanges, refunds, and handling inquiries via phone
 - Maintain **front-end cleanliness and organization**, ensuring a professional and welcoming environment for customers
 - **Train and support new cashiers**, provide guidance on policies, register operations, and customer interactions
- Personal Business – **Product Reseller**, Remote 09/2023 – 08/2024
- Conduct market research and product sourcing to identify profitable resale opportunities
 - Negotiate deals with suppliers and customers, securing favorable pricing agreements
 - manage finances, inventory, and order fulfillment, ensuring smooth business operations
- Harris Teeter – **Cashier**, Norfolk, VA 08/2023 – 07/2024
- provided friendly and efficient service, assisting customers with purchases and answering product-related questions
 - handled transactions accurately using the cash register
 - Resolved minor customer concerns and escalated issues to desk clerk or manager when necessary
 - Maintained checkout station cleanliness and organization, ensuring a smooth shopping experience
- Family Projects – **Craftsmanship**, Norfolk, VA 01/2022 – 08/2023
- Assist in renovation projects, including building shelves, tables, and mini desks
 - conduct market research on equipment and wood pricing to optimize material costs
 - Perform woodworking, painting, and assembling

HONORS & AWARDS

- Varsity Letter Award, Boys Indoor Track 05/2023
 - Virginia House of Delegates Recognition of Academic Achievements 02/2023
 - Virginia House of Delegates Recognition of Academic Achievements 03/2022
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