

EDUCATION

Old Dominion University, Norfolk, Virginia
Bachelor of Science in Cybersecurity
Major: Cybersecurity
GPA: 3.31/4.0

08/2023–05/2027

Relevant Courses:

CYSE 300 – Introduction to Cybersecurity (hands-on labs), CYSE 270 – Linux Systems for Cybersecurity, CYSE 250 – Cisco Networking Program, Python Programming.

EXPERIENCE

Harris Teeter – Fuel Clerk, Norfolk, VA

12/2025-1/2026

- **Count and reconcile daily cash**, and ensure accurate carry-forward from the previous day.
- **Monitor gas pumps for safety** and proper operation.
- **Greet customers** and provide customer service.
- **Stock and front** coolers and interior merchandise.
- **Manage employees**, order supplies, and check in vendors.

Harris Teeter – **Front End Assistant Manager**, Norfolk, VA

09/2025 – 12/2025

- **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

HONORS & AWARDS

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|---|---------|
| ● Service Hero of the Month, Harris Teeter – Service exceptional performance. | 08/2025 |
| ● 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 |

SKILLS

Customer service, inventory management, **cybersecurity fundamentals**, **Snort**, **Linux**, **Python**, written and verbal communication, **problem-solving**, basic accounting and scheduling, and team leadership.
