

Tristan Woodard

499 Nicholas ST SE APT A6, Abingdon, VA, 24210 | 276-970-7051 | Tristannw@comcast.net

EDUCATION

Bachelor of Science - CyberSecurity | 2021 - | Old Dominion University

Associates of Applied Science – Information Systems Technology | Earned 2019 | Southwest Virginia Community College

Career Studies Certificate – Software Development | Earned 2019 | Southwest Virginia Community College

Career Studies Certificate – Computer Repair Technician | Earned 2019| Southwest Virginia Community College

Career Studies Certificate – Cyber Security | Earned 2018| Southwest Virginia Community College

Advanced High School Diploma | Graduated in 2017 | Tazewell High School

EXPERIENCE

Mail Clerk | The UPS Store Abingdon, VA | April 2020 -

- Responsible for mail sorting and management.
- Responsible for assessing, packaging, and shipping out packages up to standard with differing requirements and needs
- Responsible for customer satisfaction for any need
- Responsible for numerous clerical duties, such as making copies, sending faxes, scanning documents, notarizing, laminations, basic document and image editing, among other similar duties.
- Responsible for high tempo upkeep within a fast paced environment, including the timely distribution and organization of goods, cleaning of workstations, and addressing customer needs immediately

Seasonal Fulfillment Representative | Target Bristol, TN | November 2019 – January 2020

- Responsible for inventory management, location, and item recognition with and without strict time controls and metrics
- Communicated and helped numerous customers with product education and location services
- Responsible for packaging and redistributing packages for shipment
- Responsible for reorganizing, rearranging, and cleaning and upkeep of multiple zones throughout the establishment

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Account Services Representative - Sprint | Teleperformance Bristol, TN | June 2019 - October 2019

- Responsible for answering calls from customers
- Responsible for retaining customers, answering inquiries, and providing account services
- Responsible for maintaining and achieving metrics in a high accountability position

Deli/Clerk | Kroger Abingdon, VA | January 2019 - June 2019

- Responsible for cooking, janitorial duties, and other customer service responsibilities

Grocery/Clerk | Kroger Bluewell, WV | September 2018 - January 2019

- Responsibilities were inventory management and janitorial duties
- Used and utilized heavy machinery
- Communicated and helped numerous customers with product education and location services
- Also trained in bakery and produce fields

General Employee | Woodard's Pic-N-Save Gas Station | 2009-11

- Learned basic work skills in a family enterprise
- Janitorial, stocking, and cashier duties.

SKILLS

- Technologically literate
- High willingness to learn
- Agreeable personality, ability to work with any type of client or team member
- Cool level-headed approach to issues
- Flexible and adaptable
- High levels of patience; no apprehensions about interacting with customers
- Entry Level Coding Experience in Java and Python
- Very familiar with Microsoft Office Suite
- Entry level Mandarin Chinese skill

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ACHIEVEMENTS

- Attended and Completed Two-Week Cyber Security Camp - 2016
- SkillsUSA Member – 2016-7
- SkillsUSA Regional and State Champion – Career Pathways Showcase – Manufacturing 2017
- SkillsUSA National Level Competitor – Career Pathways Showcase – Manufacturing 2017
- Student Worker – Librarian Aide – 2017
- Judged 48th SWCC Business Contest – Cybersecurity
- Attended Mach 37 at UVA Wise – 2018

REFERENCES

Available upon request