

# Zion Woods

Norfolk, VA 23508

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8043344005

## Professional Summary

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- Troubleshooting
- Leadership
- Teamwork
- Microsoft Apps
- C++
- Java

## Work Experience

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### **IT Help Desk Student Technician**

Old Dominion University-Norfolk, VA

April 2025 to Present

- Provide great customer service
- Troubleshoot issues
- Provide clear solutions
- Respond to incident tickets in a timely manner
- Collaborate with other departments to solve issues
- Put detailed information in incident tickets for future troubleshooting

### **Student Engagement & Traditions Student Lead**

Old Dominion University-Norfolk, VA

October 2022 to April 2025

- Worked in the office as well as Mane Central Information Desk in the Webb center.
- Helped anyone who walked into the office with questions as well as anyone who called.
- Took care of the mail for our Fraternity and Sorority life as well as all the student organizations that we have.
- Helped train our new workers and making sure that they are doing their job properly
- Worked with our student workers to make sure that everything is going well for them and make sure they get any needed assistance that I can provide.
- Worked with our office manager to create and manage the work schedules for our student workers.
- Helped our incoming professional staff members get acquainted to the office.
- Helped with the creation of our new Policy and Procedure manuals.
- Managed the collection and return of lost and found items.
- Created and managed many of our work documents and organizational spreadsheets.
- All of the tasks that was assigned were completed within a timely manner.

## **Monarch Orientation Manager**

Old Dominion University-Norfolk, VA

November 2023 to January 2025

- This position entailed all aspects of the Monarch Orientation Leader position as well as other responsibilities.
- Supervised the Monarch Orientation Leaders as well as help plan and facilitate orientations for first year Old Dominion University Students.
- Helped in the process of revamping the orientation process for ODU. This involved removing, adding, and changing elements to the actual orientation day as well as working towards greater retention rates.
- Have gone to an out-of-state conference, NODA, for orientation involving colleges from multiple states. I gained not only good insight into orientation, but also into my position in a leadership role.

## **Monarch Orientation Leader**

Old Dominion University-Norfolk, VA

May 2023 to November 2023

- Was one of the first faces that incoming students see when going through their enrollment process to Old Dominion University.
- Helped facilitate an enjoyable and memorable orientation experience for incoming students and their families.
- Served as an example of what to expect from a student at ODU as well as a connection point for incoming students.
- Was able to answer any questions the students or their families had regarding ODU.
- Helped walk students through the class registration process for their first semester.

## **Webb Assistant**

Old Dominion University-Norfolk, VA

January 2022 to November 2022

- I made sure that the dining areas were clean and ready for people to use.

## **Monarch Orientation Assistant**

Old Dominion University-Norfolk, VA

May 2022 to August 2022

- I helped with the orientations and other orientation related projects.
- I helped set up our grass wall and photo box for every orientation as well as setup and worked the information table for our office to help inform future students of what the school and our office has to offer.
- I provided any urgent assistance that the orientation team needed.
- I was able to interact with many of the newly admitted students and their families.

## **Camp Counselor**

4-H Camp-Prince George County, VA

July 2019 to July 2021

## **Cashier/Server**

4-H-Prince George County, VA

November 2015 to November 2018

## **Education**

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## **Cybersecurity (College Senior)**

Old Dominion University-Norfolk, VA

August 2021 to December 2025

**High school diploma**

Prince George High School-Prince George, VA

June 2021

**Skills**

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- Experience with children
- Communication skills
- Microsoft Word
- Dependability
- teamwork
- Management
- Quick Learner
- Customer service
- Leadership
- Microsoft Excel
- Organizational skills
- Supervising experience
- Interpersonal skills