

Spark Your Resume

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EDUCATION

Georgia State University, College of Arts and Sciences

Atlanta, GA

B.A. Interdisciplinary Studies

May 2021

- **Scholarship:** HOPE Scholarship

Microsoft

Certificate: Microsoft Certified IT Professional (MCITP)

Jan 2018

SKILLS

- Programming Languages
- Coding JavaScript
- Data Processing
- Debugging
- Front-End/ Back-End Development
- Troubleshooting
- Proficient MS Office
- Product Knowledge
- Customer Needs Analysis
- Increasing Customer Lifetime Value
- Reducing Customer Acquisition Cost
- Software Testing

RELEVANT COURSEWORK

MGS 3100: Business Analysis

- Examined and analyzed model components applying simulation, optimization, time series and causal forecasting, decision analysis, Monte Carlo simulation, and quality management to support decision making in an enterprise.

ENI 3101: Entrepreneurial Thinking for Startups

- Engaged in a team field study involving a local startup applying theory of behavioral economics, such as the Customer Development Model and the Lean Startup methodology, to discover important and unsatisfied customer needs by designing compelling and competitive value propositions, viable business models that can profitably fulfill these value propositions, and persuasively pitch value propositions/business models to prospective customers/investors.

PROFESSIONAL EXPERIENCE

Microsoft

May 2017-Jan 2018

Service Advisor

Atlanta, GA

- Facilitated weekly training sessions for 40+ customers to explain the functionality and value of various *products boosting customer retention by 15%*.
- Troubleshoot 20+ product or service problems by clarifying customer complaints, analyzing problem causes, identifying solutions, and following up which *increased customer satisfaction from 30% to 80% within 9 months*.
- Promoted merchandise by identifying market trends, conducting competitor analyses, and benchmarking display plans *generating 20% increase in revenues*.
- Built product and service reports by collecting and analyzing customer information to present findings weekly to management *decreasing report production by 10 hours/week*.

Keller Williams Atlanta Midtown

May 2015-Aug 2016

IT Specialist

Atlanta, GA

- Advised 10+ employees on hardware and software production, diagnosing connectivity problems, and ensuring users gain access to shared networks *improving employee satisfaction by 70%*.
- Managed database by adjusting data storage, developing security procedures, and preserving data integrity during day-to-day operations *attaining an Employee of the Month award*.
- Strengthened existing systems by testing compatibility of new programs against existing programs, evaluating proposed changes, and making modifications *reducing IT costs by 20%*.
- Maximized hardware and software tools by training users, interpreting instructions, structuring operating manuals, and answering technical questions *increasing employee efficiency from 20% to 45% within 3 months*.

LEADERSHIP & COMMUNITY INVOLVEMENT

Tighter Grip- African American Male Initiative, Membership Chair

Aug 2019-Present

Student Government Association (SGA), Student Engagement Committee

Aug 2019-May 2020

Spotlight Programs Board, Life Entertainment Committee

Aug 2019-May 2020

Student Alumni Association (SAA), Recruiter

Aug 2015-Sep 2016