

## **Gabriella Green**

(910) 506-7705

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### **Education**

**University of North Carolina at Pembroke**, Pembroke, NC Dec. 2023  
Bachelor of Science in Computer Science  
Concentration in Cyber Security

**University of North Carolina at Pembroke**, Pembroke, NC Dec. 2023  
Bachelor of Science in Information Technology

### **Work History**

**TELUS International**, Remote Apr. 2021 – Sep. 2022  
Ads Quality Rater

- Worked to improve the AI of search engines and advertising
- Provided thoughtful detail on web pages, advertisement images, and search results

**Hobby Lobby**, Lumberton, NC Aug. 2020 – Nov. 2020  
Sales Associate

- Increased efficiency at checkout and reduced waiting line times
- Placed and organized new stock items in correct locations
- Handled phone calls efficiently or redirected to specific department
- Resolved complaints promptly and professionally

**Robeson Community College**, Lumberton, NC Aug. 2019 – Dec. 2019  
IT Department Intern

- Handled technical issues with software throughout campus
- Set up software on new equipment for use by faculty and students
- Managed filing for sensitive software documents

**McDonald's**, Lumberton, NC Oct. 2018 – May 2020  
Crew Member

- Followed procedures for safe food/drink preparation and presentation
- Resolved complaints promptly and professionally
- Maintained high standards of customer service during high-volume, fast-paced operations

**FIRST Robotics Team 6729 "RobCoBots"**, Lumberton, NC Oct. 2017 – May 2020  
Chief Strategy Officer

- Adapted team strategy based on current circumstances of other teams
- Analyzed and recorded over 150 teams' performance
- Trained teammates on how to analyze and prioritize from the game manual
- Managed multiple groups of students while demonstrating how to analyze the events

### **Skills**

Proficient in Microsoft Word, PowerPoint, and Excel. Basic knowledge in Java, C++, C#, HTML, CSS, and JavaScript. Basic photo and video editing experience.