

JASMINE EDMONDSON

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Technology & Innovation Intern | Security & Client Support Professional

Professional Summary

Resourceful and proactive professional with a background in security operations, client support, and technical training. Proven ability to thrive in fast-paced, high-volume environments while maintaining strict safety protocols and delivering exceptional service. Currently enrolled in a rigorous technology and leadership program at i.c.stars, gaining hands-on experience in web development, agile collaboration, and real-world business problem solving. Driven by purpose, guided by empathy, and focused on delivering measurable results through critical thinking and teamwork.

Core Skills & Competencies

- Access Control & Security Protocols
- Surveillance & Visitor Monitoring
- Front Desk & Customer Service Systems
- Crisis Response & Emergency Handling
- Basic HTML, CSS, JavaScript
- Team Collaboration & Project Tools
- Empathy & Active Listening
- Professionalism & Critical Thinking

Professional Experience**Technology Intern**

i.c.stars – Chicago, IL

May 2025 -Present

- Currently completing a 14-week full-time program focused on coding, agile teamwork, and business strategy.
- Developing projects using HTML, CSS, JavaScript, and collaborating with peers on real client challenges.
- Gaining hands-on experience with version control (Git/GitHub), project management tools, and problem-solving in tech environments.
- Engaged in daily professional development sessions to strengthen leadership, communication, and presentation skills.
- Designed and presented a medical web application prototype to improve pre- and post-care patient engagement for a mock client.
- Strengthened application security by integrating bcrypt encryption, role-based access control, and two-factor authentication, ensuring patient data privacy.

Security Specialist

Blue Cross Blue Shield Call Center – Chicago, IL

April 2024 – March 2025

- Oversaw access control for 150+ staff and visitors daily, maintaining a safe and secure work environment.
- Reduced unauthorized access incidents by 25% through vigilant monitoring and enforcement of protocols.
- Maintained 100% accurate visitor logs, improving audit readiness and operational compliance.
- Delivered exceptional customer service under pressure with professionalism and discretion.

Security Receptionist

Residential care facility – Chicago, IL

February 2023 – May 2024

- Welcome and screened 60+ visitors per day, ensuring safety and HIPAA compliance.
- Oversaw access control for 150+ staff and visitors daily, maintaining a safe and secure work environment.
- Reduced unauthorized access incidents by 25% through vigilant monitoring and enforcement of protocols.

- Maintained 100% accurate visitor logs, improving audit readiness and operational compliance.
- Delivered exceptional customer service under pressure with professionalism and discretion.
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- Monitored 6+ security cameras, contributing to a 30% reduction in incidents through proactive surveillance.
- Handled emergency calls and visitor concerns with empathy, maintaining a calm and reassuring presence.

Security Guard

Harvest Food Group – Chicago, IL

June 2023 – Mar 2024

- Secured a 250,000+ sq. ft. food distribution warehouse, monitoring key access points, loading docks, and temperature-controlled areas.
- Conducted hourly patrols and perimeter checks, contributing to a 35% reduction in safety violations.
- Verified and logged credentials for 100+ employees, drivers, and vendors daily, maintaining 100% accuracy in visitor records.
- Responded to alarms and on-site incidents within 2–3 minutes, decreasing emergency response time by 40%.
- Identified and addressed 10+ potential hazards or security breaches, helping ensure regulatory compliance and operational safety.
- Partnered with warehouse leadership to optimize access protocols, resulting in a 20% decrease in unauthorized access attempts.

Volunteer

Domestic Violence Shelter – Chicago, IL

March 2023 – July 2023

- Supported 10–15 clients weekly during intake, providing safe and trauma-informed care.

- Organized and distributed 200+ donated items, improving internal resource allocation by 30%.
- Built trust with vulnerable populations through consistent compassion and active listening.

Education & Certifications

Johnson College Prep – Graduated 2017

CompTIA Security+ & Network+ (Planned) – Target Completion: 2025

Hobbies & Interests

- **Cybersecurity Research** – Passionate about digital safety, threat detection, and ethical hacking fundamentals
- **AI Agent Building** – Enjoy brainstorming, coordinating, and experimenting with AI assistants that solve real-world problems
- **Creative Coordination** – Skilled at organizing tasks and ideas into functional digital systems and prototypes