

Shai M Gray-Woodland

Waldorf, MD | C: (301) 305-0801 | Shaibers@Hotmail.com | [Shai Gray-Woodland](#) | [LinkedIn](#)

Multidisciplinary STEM Professional | Administrative & Sales Experience | Leadership-Driven Problem Solver

Results-driven professional leveraging diverse experience in science, technology, engineering, mathematics, admin support, coaching, and sales. Strong background in remote collaboration, cross-functional team leadership, and sustainability advocacy. Seeking a remote opportunity to grow while continuing my education and supporting my family. Determined to persistently and consistently gain flourish my knowledge to create an impact on the world in a positive way.

Soft Skills			Tools and Technical Proficiencies		
Fast Learner	Discretionary	Problem Solving	Accounting	Budgeting/Expense	CSS
Responsible	Detail Oriented	Creative	Digital File Mgmt	Multitasking	JavaScript
Positive	Communicative	Punctual	Microsoft Office Suite	Zoom/Teams	HTML
Organized	Diplomatic	Researcher	Google Workspace	Calendar	AI
Team Player	Flexible - Adaptable	Leader	CRM Software	SharePoint	Deltek

Professional Background:

◇ Licensed Agent | New York Life – Bethesda, MD | July 2023 – March 2025

Life and Accident and Health or Sickness Producer – Combo (86%) Series 6 License | Scheduled fact-finding appointments | Managed account portfolios generating growth through proactive consultation | Successfully scheduled and conducted fact-finding appointments, exceeding client acquisition targets | Networking | Generate revenue through consultation on NYL products and services

◇ Administrative Assistant & Data Entry | Corporate Music & Arts – Frederick, MD | September 2022 – February 2023

Through Aston Carter Recruiting | Monitor, track and process requests for alterations or amendments to customer profile and billing activities to ensure compliance with company terms and conditions | Correspond with associates in different locations across the United States to inquire, educate and research customer service and billing related escalations sent to corporate | Collaborate with corporate management on process improvement to elevate the performance of my department | Participate and collaborate in department head meetings.

◇ Coach | Liverpool Football Club – Hagerstown, MD | March 2022 – May 2024

Develop and maintain daily schedule to promote growth | Governing everyone's engagement and excitement for gameplay | Increasing teams' knowledge about the sport | Promoting safety and comfort through security | Teamwork | Acknowledging different age groups in their own unique ways

◇ Owner & Executive Assistant | SMG & Candid Contractors – Frederick, MD | March 2021 – “Current”

Monitor and manage Outlook calendar | Superintend Yelp, GoDaddy, and Angie's for leads | Vendor correspondence | Accounts Payable and Receivable | Utilize Microsoft Office suite for daily tasks | Profit & Loss statements, order materials, and bid generation | Invoice tracking and generation | Schedule appointments, deliveries and services for completion | Adhoc tasks | Customer sales and services | Increased margins

◇ Licensed Agent | New York Life – Baltimore, MD | December 2021 – June 2022

Life and Accident and Health or Sickness Producer – Combo (86%) Series 6 License | Scheduled fact-finding appointments | Managed account portfolios | Networking | Generate revenue through consultation on NYL products and services

◇ Associate | Sustainable You – Washington, DC | July 2020 – March 2021

Planning and procuring Eco-friendly events (see Earth Day event) | Cold, Warm, and Hot calling customers | Utilizing sales skills to best consult clients | Account Management | Coordinating media presence | Obtaining and reviewing sustainable products | Door-to-door salesmanship

◇ Server | Glory Days Grill – Frederick, MD | 2011 – March 2020

Promoted to “Team Captain” position | Management training and experience | 9 yrs. of customer serving experience | Consistently in the weekly top 5 highest tipped servers | Handled a petty cash safe | Correctly transacted cash tips

◇ Administrative Assistant | DHHQ - IntelliDyne LLC – Falls Church, VA | Sept. 2017- May 2019

With a Clearance maintained at the DoD | Create expense reports | Budgeting and finance filing systems | Locate and attach appropriate files to incoming correspondence | Provide helpdesk support to end-users and resolve their problems | Properly direct inbound calls in phone queues to improve call flow | Provide accurate information to answer questions, troubleshoot issues, and resolve complaints | Procuring, tracking, maintaining, and deploying software licenses for multiple DoD sites across the US | Inventory assets with barcodes including software and hardware | Preparing hardware for deployment to end users | Accounting/ Finance, HR, Helpdesk, IT Tech Bench, Asset Management, and Program Manager shadowing

◇ Nanny | The Rubiera's – Frederick, MD | March 2019 – May 2019

Love of children and animals | Cared for 3 beautiful girls and a baby boy | Multitasking while being energetic | Tentative to each of their needs | Patience | Imagination and Innovativeness essential

Accomplishments:

Earth Day Events

Consulting with citizens on the importance of recycling and water management | Perform on the spot gap analysis with parties interested in reducing their waste footprint | Educate to improve their projected impact on the environment as it relates to carbon emissions and waste management | Personally volunteer and advocate for volunteering in the efforts to reverse global warming and improve global climate.

Education:

Frederick Community College | Frederick, MD

AA – Winter 2019

Science, Technology, Engineering, and Mathematics (STEM) Major

Walkersville High School | Walkersville, MD

Architecture/Environment – May 2013

Sociology Academic Achievement Award

Kappa Alpha & Honor Society Alumni

3.9214 GPA

Girl Scout Troop 81256 | Cadet

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Hiring Company

Street Address, Suite

City, State Zip Code

May 13th, 2025

Dear Hiring Manager,

I am a hardworking professional with a STEM expertise, multidisciplinary degree and background in Science, Technology, Engineering, and Mathematics. It has allowed me to approach projects with a holistic and innovative perspective. Often referred to as a 'Jack-of-all-trades' amongst my peers, I would be able to conjointly provide a sustainable, and wide outlook on projects and ideas within your company. I have always been a well-rounded individual and am also grateful that I learn and absorb knowledge quickly.

As a mother of two under two now, managing work-life balance is extremely important. Remote work provides that flexibility to maintain a well-balanced dynamic. Eliminating the stress associated with commuting empowers me to excel both my professional productivity and responsibilities and prioritizes my personal well-being and family commitments.

Throughout my professional career, as I have gained years and knowledge, I have also gained an increasing amount of responsibility. Starting at the bottom, to participating in managerial training, to supervising teams of 15-25 employees leading them through successful project completions and improving efficiency. Training equipped me with leadership, team-building, and problem-solving skills that contribute to my eager achievement of company goals. As a fast learner I am always open to new concepts, consistently meeting deadlines and exceling in organizing complex schedules, multitasking, and contributing to smooth project executions. Most importantly, I keep myself efficiently productive and busy. Though my name is pronounced as "Shy," I am highly sociable and thoroughly enjoy fostering new relationships and making new connections whenever possible, as well.

Professionally, I believe, gaining responsibility is a substantial element of work. But I also believe intertwining your core values into work aspects is also essential. My parents taught me to be a strong-willed person and to be confident in my ability to make decisions. By virtue of these teachings, I'm able to instill my core values with assurance. For example, when working as a barista, I got to harness some of those values; austerity, respect, empathy, coherence and responsibility. While there, I found that my role needed to become much more than that, when I noticed there were no means for recycling at our store location in beautiful, colorful Colorado. This became an opportunity for me to significantly indoctrinate sustainable practices due to the hefty number of recyclable items we produced. Through persistence and tenacity, I successfully implemented a recycling program that reduced waste by about 75% and persuaded my managers not only to consider the environmental sustainability benefits, but also, the financial cost savings boost the café got. That, to this day, is one of my most valued triumphs.

I am committed to advancing my higher education, working to develop my ideal career, while contributing to help drive growth and achieve organizational goals. Ever expanding my knowledge, I plan on making a difference in our world, no matter what area I become involved with. I strongly believe that I am a great candidate for this position and would seamlessly fit right in. I would be honored and look forward to the opportunity to make a positive impact as part of your team. Thank you for your time and consideration.