
EDUCATION:

Georgia Tech University, Atlanta, GA 2023

Certification: **Full-Stack Software Developer** In Process

Jackson State University, Jackson, MS 2005

Major: **Business Management** 3.5 G.P.A

Dedicated, creative, and data-driven professional able to maximize both time and business efficiencies. Motivated to advance my career in a growth-oriented environment that encourages teamwork.

EXPERIENCE:

Williams 6 Logistics – Customer Support Specialist/HR Specialist

Feb 2019-2023

- ☐ Serve as day-to-day contact for customer accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting both
- ☐ Respond to customer queries in a timely and accurate way via phone, email or chat
- ☐ Review the customer journey, determine how it's supported, and use consultative approach to help customers overcome issues and achieve their target goal or desired outcome
- ☐ Facilitate interaction and workflow among team members, including third-party service providers, to ensure timely deliverables
- ☐ Collaborate, problem-solve, and/or strategize with team members on upcoming customer interactions/meetings
- ☐ Identify customer/client needs and help customers use specific features
- ☐ Analyze and report service and product malfunctions by testing different scenarios
- ☐ Update our internal databases with information about technical issues and useful discussions with customers
- ☐ manage customers and provide solutions to problems, most times before they even arise
- ☐ Auditing data and setting up customer profiles in internal HR systems; assisting with the coordination, preparation, and distribution of client documentation
- ☐ Utilizing KPI measures to provide indicators of progress toward an intended result for customers and focus for strategic and overall operational improvement

American Airlines – Flight Attendant/Manager, Flight Operations

Feb 2014-2022

- ☐ Demonstrated the use of emergency and safety equipment
- ☐ Served beverages, meals and snacks
- ☐ Provided additional assistance to passengers with special needs
- ☐ Reassured passengers during aircraft turbulence
- ☐ Administered first-aid and medical care if required in the case of an emergency
- ☐ Provided instruction, including emergency evacuation procedures to passengers
- ☐ Monitor, manage and secure the cabin
- ☐ Adhered to all aviation rules and regulations
- ☐ Reported all cabin discrepancies and cabin maintenance issues to pilot in command for documentation
- ☐ Coordinated with pilots, maintenance and cleaning crews to ensure aircraft is impeccably clean and properly serviced
- ☐ Conduct preflight check of all cabin equipment prior to each flight
- ☐ Proactively provide communications counsel that engages and supports Crew members and Flight Operations support personnel.
- ☐ Provide overall administrative support to American Airlines staff members

Heritage Kids Academy– Director, Program Management

Jan 2013-Mar 2014

- ☐ Determined the appropriate path for the projects, organize and facilitate necessary team meetings, producing minutes, action items and keep management adequately informed.
- ☐ Collaborated with cross-functional leaders to develop and monitor program profit and loss (P&L) and key drivers that affect overall program financial health ensuring programs meet established objectives (e.g. margins, costs, revenue).
- ☐ Led cross-functional teams in pursuit of creative solutions to business-critical challenges/roadblocks.
- ☐ Guided curriculum development as internal and external needs evolve, submit new programs, and successfully gain accreditation/approval of new programs, while providing functional oversight of all academic related programs
- ☐ Ensured all activities related to the accreditation/re-accreditation of all programs meet or exceed standards
- ☐ Oversaw all revenues and expenditures of the assigned department and ensure expenses are kept within target levels

SOFTWARE EXPERIENCE

- ☐ **Microsoft Office Suite** - Excel, Visio, Access, Project, Word and PowerPoint
- ☐ **Programming Skills/Languages** – Agile Methodologies, Full-Stack Development, HTML, CSS, JavaScript, Node.js, Git