

Makayla George

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www.linkedin.com/in/makaylageorge/ ♦ <https://makaylageorge.github.io/PersonalWebsite/>

EDUCATION

Robert H. Smith School of Business, University of Maryland

Bachelor of Science in Information Systems; Honors Citation in Cybersecurity

Banneker Key Scholar – Offered to top 2% of incoming students

Dean's List - All semesters

College Park, Maryland

Expected May 2024

3.98 GPA

Rotterdam School of Management, Erasmus University

Minor in Strategy Consulting

Rotterdam, Netherlands

Fall 2022

SKILLS

Technical: Python, Excel, SQL, HTML, Bash Scripting, Unix/Linux, VBA, JavaScript, Figma

WORK EXPERIENCE

Microsoft

Redmond, Washington

Product Management Intern

May 2023 – August 2023

- Developed a tool for AI integrations into Office products which addressed gaps in transparency, resulting in a 31% increase in user understanding of privacy information and increased user satisfaction
- Conducted extensive user research, tested assumptions, analyzed findings, and identified critical consumer pain points, which served as the foundation for creating impactful product goals
- Redesigned entry point and onboarding experience for feature, resulting in 47% increase in traffic to privacy page
- Authored a detailed product specification and product roadmap which was used to lead a cross-functional team of 10 through the product development lifecycle, ensuring effective coordination and communication along the way

Capital One Financial

McLean, Virginia

Business Analyst Intern

June 2022 – August 2022

- Discovered heightened risk behavior within a new market segment through the analysis of consumer data
- Utilized SQL to structure queries and manipulate information from databases with 2 million + entries
- Built credit policy recommendations that decreased exposure to risk and would result in a 15% decrease in revenue loss in targeted segments
- Compiled reports and communicated actionable recommendations to managers and high-level executives resulting recommendations being integrated into current credit policy

LEADERSHIP EXPERIENCE

President - Business and IT Society

January 2023- Present

- Oversee communications, logistics, and planning of the executive board, comprised of 10 members and 3 committees
- Lead sponsor acquisition efforts, securing partnerships with prominent companies and raising over \$1,000 in funding
- Coordinated 20+ events and workshops, catering to the technical development needs of our 100+ members

Mentor - Iribe Center for Diversity and Inclusion

January 2023 – May 2023

- Volunteered weekly by hosting resume reviews, mock interviews, and information sessions to empower women in STEM and aid in their professional development, resulting in mentees securing internships in technical roles

Social Chair – ACES Honors College Student Board

Sep 2020 - Jun 2022

- Delegated work, communicated deadlines, and coordinated schedules with multiple event planning teams
- Advocated on the behalf of students while working with faculty resulting in changes to course curriculum and the introduction of new DEI initiatives.

Social Media Manager - Bitcamp (Student Hackathon)

Sep 2021 - May 2022

- Developed strategic plan to coordinate social media presence across 4 platforms
- Coordinated with design, events, and logistics teams to create a marketing timeline and communicate event offerings
- Increased social media engagement by 25% resulting in an event turnout of over 500 participants

PROJECTS

Personal Website

- Deconstructed the HTML scripts of other websites resulting in a deep understanding of the language's rules and objects
- Built on knowledge by designing my own website to communicate my interests and experiences to users

Cybersecurity Research

Sep 2021 - Dec 2021

- Collaborated with team to design honeypot system and create plan for research testing
- Conducted statistical test and other analysis through which we discovered that the language of a system had no significant effect on the behavior of an attacker