**MILCA TEDROS**

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**PROFESSIONAL SUMMARY**

Motivated and detail-oriented professional with a Bachelor of Science in Emergency

Preparedness, Homeland Security, and Cybersecurity, complemented by a Minor in Criminal Justice. Brings over 100 hours of FEMA-certified training, strong research and analytical skills, and hands-on experience in customer service, sales, mentorship, and technical environments. Skilled in Microsoft and Google applications, multiple programming languages, and research-based project development. Adept at working in fast-paced, high-pressure environments with a proven ability to communicate effectively and foster strong relationships.

**Education**

**Bachelor of Science in Emergency Preparedness, Homeland Security and Cybersecurity; Minor in Criminal Justice**

2020 - 2024

University at Albany, State University of New York

**TECHNICAL SKILLS**

* Certifications: 100+ hours of FEMA training (IS-2900.A, IS-100.c, IS-800.d, IS-700.b, IS-242.c, CHDS Border Security & Management, CONVERGE)

• Software: Microsoft Office Suite, Google Workspace

• Programming: C#, HTML, CSS, JavaScript, Python

• Relevant Coursework: Cyber Threats & Intelligence, Concepts of Artificial Intelligence, Information Security Assurance

**WORK EXPERIENCE**

**Carrabba’s**

06/2024 – Present

Server

* Consistently delivered exceptional service that encouraged repeat customers and built strong guest loyalty. Known for creating a welcoming dining experience by serving orders accurately and efficiently.

**Maggie McFly’s**

01/2023 – 08/2024

Server

* Proven track record of providing excellent customer service, ensuring all orders are served timely and accurately. Skilled in multitasking and problem-solving while maintained a positive attitude in a fast-paced environment.

**CEHC Showcase**

01/2023 – 04/2023

Research

* Develop the research case study and proposal about transnational cybercrime and criminal justice system to present to an Emergency Preparedness, Homeland Security and Cybersecurity showcase.
* Highly experienced in developing research strategies, collecting data and analyzing results. Adept in using quantitative and qualitative methods to identify and address research problems.

**Colosseum Jewelry – Buffalo, NY**

12/2020 – 12/2022

Jeweler / Sales Associate

* Created and implemented sales strategies that consistently exceeded revenue targets.
* Applied meticulous craftsmanship and design knowledge to jewelry creation and repair.
* Designed and maintained the organization’s website, enhancing customer engagement.

**Buffalo Prep – Buffalo, NY**

07/2017 – 08/2019

Mentor / Teacher’s Assistant

* Supported educators in implementing lesson plans and assisting students, including those with learning disabilities.
* Provided mentorship to students, fostering academic and personal growth.
* Built strong connections channels between students, parents, and teachers.

**VOLUNTEER EXPERIENCE & AWARDS**

St. Columba Brigid Church – Youth Leader | Buffalo, NY | Jan 2016 – Present

* Provide mentorship, counseling, and individualized support to youth members.
* Plan and facilitate activities fostering leadership, teamwork, and community

Awards & Programs:

* • Spellman Scholar Award (2022–2023)
* • Louis Stokes Alliance for Minority Participation
* • Collegiate Science and Technology Entry Program