

Maceo' F. McBryde

Technology & Digital Operations Professional

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SUMMARY

I have been resourceful in fast-learning fields with hands-on experience in **software development, digital onboarding, data accuracy, troubleshooting, workflow optimization, and user support**. Strong background in **customer-facing operations, live account activation, and process-driven work** using a variety of digital systems. I have proven my ability to adapt quickly learning new tools, communicating clearly, and delivering consistent results in work environments of all past.

TECHNICAL SKILLS

Web & Software: HTML, CSS, SQL, GitHub, Azure, Google Workplace, Node.js

Data & Tools: Excel, Power BI, CRM Systems, Ticketing Tools, Onboarding Portals, Digital Verification Platforms

IT & Operations: Troubleshooting, Account Setup, Workflow Optimization, Documentation, Quality Checks

Soft Skills: Communication, Customer Experience, Problem-Solving, Adaptability, Leadership

PROJECT SUMMARY

I deliver **high-impact solutions** across technology, business, and problem-solving. I led my team (Metis) to **1st place** in the **capstone United Airlines Customer Data Project** by developing a clear, scalable, and user-centered solution. I also consulted with an education-focused organization to design and build a **tutoring and alumni-connect platform** that strengthened student engagement and post-high-school success. In addition, I have created a **fitness website**, a **Wii-style workout videogame**, and a fully functional **church website**, demonstrating my ability to take complex ideas from concept to execution and deliver polished, user-ready products.

EXPERIENCE

i.c.stars — Technology, Business & Education

Technology & Business Intern | Sep 2025 – Present

- Completed a **rigorous technology and business internship** focused on coding, project management, and digital problem-solving.
 - Built applications using **HTML, CSS, JavaScript, SQL, Azure cognitive services** and **GitHub**.
 - Utilized **Azure** and **Power BI** in team-based tech projects, improving workflow automation and reporting accuracy.
 - **Won** the capstone project for United Airlines
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Solar Energy — Marketing & Sales

Sales Representative / Digital Enrollment Specialist | Apr 2025 – Sep 2025

- Conducted **5–30 real-time digital enrollments per shift**, registering customers for government-funded phone and energy programs through **ACP/Lifeline portals**.
 - Used mobile **CRM systems** and verification software to complete **100% accurate eligibility checks**, document uploads, and customer account creation.
 - Educated customers on digital benefits, guiding **hundreds of users** through mobile app activation with a **90%+ completion rate**.
 - Translated technical steps into user-friendly guidance, increasing customer understanding and reducing repeat questions by **40%**.
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Chili's — Customer Service & Food Service

Server / Digital Operations Support | Dec 2024 – Aug 2025

- Operated **POS systems**, order management software, and digital payment tools to process **50–150 transactions per shift**.
 - Maintained **98% order accuracy**, ensuring strong digital records management and reducing service errors.
 - Managed high-volume multitasking, navigating **10+ system screens** during peak hours without slowing service.
 - Collected, entered, and verified customer data across store systems, supporting **thousands of accurate transactions** each month.
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Amazon Delivery — Logistics & Transport

Delivery Driver / Logistics Systems Operator | Mar 2024 – Dec 2024

- Used Amazon's routing software, GPS tools, and handheld scanners to complete **120–390 package stops per route**.
 - Maintained **+95% delivery accuracy** through barcode scanning, digital verification, and real-time inventory updates.
 - Troubleshoot route issues using system alerts and map tools, reducing delays by **15%** even on high-volume days.
 - Achieved top-tier safety and efficiency metrics, completing routes on time at a **95%+ performance rate**.
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CSL Plasma — Medical & Technology

Donor Technology Support (DST) | Jun 2023 – Mar 2024

- Operated donor tracking software, medical scanners, and digital intake systems for **100–150 donors per day**.
 - Maintained **HIPAA-compliant digital accuracy**, completing hundreds of electronic record updates weekly.
 - Supported operational technology and machine workflows, resolving system issues with a **90% first-resolution rate**.
 - Used digital tools to coordinate donor flow, helping the center achieve consistent **daily throughput goals**.
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EDUCATION

i.c.stars Technology & Business Immersion Program

Focus: Software, Data, Business, Leadership

Northern Illinois University

Focus: Bachelors in Biology
