

# Nay Naing

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## Education

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### **Bachelor of Science, Information Technology**

George Mason University, Fairfax, Virginia

**GPA 3.84**

**Related Coursework:** Information Security Fundamentals, IT in the Global Economy

### **Associate of Science, Information Technology**

**December 2017**

Northern Virginia Community College

**GPA 3.29**

**Related Coursework:** Advanced Database Management, Intro. Computer Applications and Concepts

## Professional Attributes

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**Semantic HTML5**

**JavaScript – ES5/ES6+**

**Customer Relations**

**Microsoft Office Suite**

**CSS3**

**Computer Maintenance**

**Database Entry**

**Conflict Resolution**

## Experience

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### **HARRIS TEETER (CUSTOMER SERVICE CLERK)**

**[NOVEMBER 2014 – DECEMBER 2017]**

- Managed day-to-day operations of the store, including sales, purchasing, and deliveries.
- Built and maintained close relationships with corporate and staff to meet requirements and maintain high levels of customer satisfaction.
- Supervised cashiers and baggers and maintained full awareness of the environment.
- Responsible for providing training for new employees, following training guidelines.
- Coordinated with store and regional managers to implement a system for customers to provide feedback to make the store a more welcoming environment.

### **EINSTEIN BAGEL BRO'S (SHIFT LEADER)**

**[NOVEMBER 2013 – NOVEMBER 2014]**

- Coordinated staff roles and responsibility for daily operations.
- Implemented a system for customers to provide feedback to make the store a more welcoming environment.
- Provided technical support and training to all junior staff.
- Maintained incoming and outgoing of purchase orders.
- Tracked, received and inventory all items in store at end of day.

## Memberships

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CyberOPS Cybersecurity, Northern Virginia Community College  
Future Business Leaders of America (FBLA), Herndon High School

2017  
2013-2015