

Iva Brooks Chicago, IL ivamb312@gmail.com

BUSINESS SKILLS & ABILITIES

| MS Office | Yardi | Internet | web development | social media | fax, copy, scanning | clerical | filing | scheduling | accounts receivable | PaaS | SaaS | Desktop Publishing | budgeting | phone etiquette | Marketing Research | data transferring | Adobe InDesign | simplistic computer coding | project management | EP

EDUCATION

Bachelor of Arts degree in English and Communications, Cum Laude,
East-West University, Chicago-(Summer 2021)

- English and Communications Baccalaureate Related Course Work: Sociolinguistics, Logic, Java programming, Public Relations, Business Law, Web Authorizing, Intercultural Communications, Marketing Research, Desktop Publishing, Technical Writing, Social Media

Post Graduate Studies

- * PgC in Advanced Cybersecurity completed (Spring 2025)
- * March 2022 Cisco Networking Academy Accreditation
- * Cybersecurity Fundamentals Certificate (completed Spring 2022, certificate Summer 2022) *Cybersecurity AAS degree in-progress: Java Programming, Python Programming, Networking Essentials, etc.*

AWARDS & CERTIFICATES

- * AC Cybersecurity certificate, May 2025
- * BC Cybersecurity certificate, December 2024
- * National Society of Leadership and Success honoree, member since 2024
- * Centers for Disease Control Certification, 2014

EXPERIENCE

[Guest Facing Guest Operations/Tourism] Griffin Museum of Science and Industry, Chicago
Business Services and Guest Operations GER1, October 2022

- Facilitate guest arrival, departures, and inquiries
- Performs swarm intelligence, crowd management, and risk analysis within guest operations
- Enforce operating procedures as well as plan and execute collaborative cross-divisional operations

[Consulting & Sales] Licensed Illinois Real Estate Professional 2001-2012 (11 years)

[Interpersonal Business & Intercultural Experience]

Lifestyle Management/ Personal Assistance (PT)

self-managed working with executives and celebrities streamlining event planning, marketing, community outreach, advertisement, and management of mergers to both business professional life and personal life. Authorized to initiate calendar updates, appointments, and travel itinerary. Served as a liaison between the client and several vendors. Interfaced with various people from diverse cultural backgrounds on behalf of clients to meet the needs of the client. Also conducted marketing and promotional assistance for events and products.

WORK STUDY / INTERNSHIP / EXTERNSHIP

Frances Xavier Warde Schools Chicago, IL. (Internship 2012-2013)
East-West University – Chicago (Office Administration Internship 2021)