

- Responsible and motivated student who demonstrates a strong work ethic and creative ability.
- Enthusiastic, friendly, outgoing hard-worker.
- Reliable and motivated to see a job through completion.
- Work well independently or as a cooperative team player.
- Self-started with a positive, supportive attitude.

EDUCATION

Bowie University, Bowie, Maryland

Senior

- GPA: 3.3
- Major: Computer Technology.
- Honors: Was a member of the National Honors Society and maintained Honor Roll.
- Graduation date: December 19, 2025.

SKILLS

TECHNICAL SKILLS obtained through projects

- Computer and peripheral diagnostics and repair.
- End-user and server support.
- System setup, installation, and configuration.
- Documentation and issue tracking.
- Troubleshooting hardware and software issues.
- Microsoft Windows, macOS, and Google Workspace.

COMMUNICATIONS

- Excellent communication skills, both oral and written.
- Communicate well with all age groups.
- Familiar with computers and comfortable with Microsoft and Google.
- Demonstrate effective communication skills and team participation.

ORGANIZATIONAL

- Recognize the importance of setting and achieving goals.
- Assisted in organizing team projects.

VOLUNTEER/ WORK EXPERIENCE

WORK- UNLOADER AT UPS LAUREL LOCATION (2021 TO 2023)

Skills

- Excellent organization skills; demonstrates confidence and creativity.
- Performs activities that support organizational goals.
- Work collectively with others and collaborate to complete tasks.
- Provides support to other members of the team.
- Rapid and adaptive
- Responsible for successful completion of assigned tasks.
- Effective verbal and written communication skills.
- Adheres to policies and procedures in accordance with departmental, vendor standards and regulatory bodies.
- Serves as a liaison between groups within the organization.

Retail worker at Rent-a-Center Laurel location August 2023 to Present

Skills

- Excellent organization skills; demonstrates confidence and creativity.
- Performs activities that support organizational goals.
- Work collectively with others and collaborate to complete tasks.
- Provided in-store technical support for POS systems, routers, and connected devices.
- Assisted with troubleshooting software and network issues that affected daily operations.
- Helped set up, reinstall, and configure computers, TVs, and smart appliances for customers.
- Maintained accurate documentation of repairs, replacements, and equipment setup.
- Supported the IT and management team by identifying recurring technical issues.

VOLUNTEER – Catholic Charities, Landover, MD (2017 to Present)

Skills

- Demonstrate skills in a variety of educational technologies, including electronic instructional design tools, web-based applications, and other multimedia-based formats.
- Effective customer service skills, with the ability to work with all levels within the organization.
- Work collectively with others and collaborate to complete tasks.