

INFORMATION SCIENCE SPARTAN

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EDUCATION

Michigan State University | East Lansing, MI
Bachelor of Arts in Information Science | Minor in Business

January 2023 – May 2026
GPA: 3.78

EXPERIENCE

Student Facilities Building Worker | October 2024 – Present

Michigan State University | East Lansing, MI

- Maintained the general cleanliness and functionality of MSU's residence hallways and lounges by conducting routine inspections and maintenance.
- Collaborated and communicated with building staff through the use of radio calls to promptly address facility concerns.

Strategic Support Associate | July 2025 – Nov 2025

Jackson National Life Insurance Company | East Lansing, MI

- Skill Processed Claims Indexing documents, Producer of Record Changes (POR), Overnight Delivery Processing, and Data Entry which accurately supported essential company operations.
- Monitored Wire ACH, Signature, and Banking verifications to minimize errors within systems and guarantee conformance to financial protocols.
- Collaborated with internal teams and departments to improve processes, strengthen documentation and transaction validation effectiveness.

Student Front Desk Position | January 2025 – May 2025

Prevention, Outreach, and Education Department at Michigan State University | East Lansing, MI

- Managed department email communications, answered phone calls, and greeted visitors to provide front-desk support.
- Organized data and files for educational presentations and events.
- Provided support of operations by assisting with inventory and general maintenance.

Data Entry Intern | May 2024 – July 2024, May 2025 – Present

Ben-Tax Associates | Troy, MI

- Used QuickBooks and Canopy File Software to enter and file W2 tax forms.
- Prepared customized invoices based on client services using QuickBooks and sent them to clients via email.
- Maintained effective access and productivity through the use of both digital and traditional filing systems.
- Developed skills in data entry procedures while collaborating with coworkers to arrange and examine customer financial documents.

Grill Cook / Shift Lead Manager | September 2021 – August 2025

Mr. Kabob Xpress Grille & Catering | Troy, MI

- Supervised three to five employees every shift, ensuring customer satisfaction and high-quality food preparation.
- Trained new hires on customer service procedures, food preparation, and food safety.
- Monitored commissary orders and the amount of inventory for adequate supply.
- Effectively addressed customer issues and maintained service standards in a fast-paced environment.

AFFILIATIONS

MSU Finance Association | Spring 2023 – Spring 2024

MSU Entrepreneurship Association | Fall 2023 – Spring 2024

SKILLS

Cloud & Hosting Technologies: Experience with hosting static sites on AWS S3, AWS EC2, Netlify

Systems & Software: Windows OS, Microsoft Excel, Microsoft Office Suite, QuickBooks, Canopy File Software, Jackson Systems (CyberLife, FactApp, JDS, JPOD, Oracle Fusion Cloud Application, P+)

Technical Skills: HTML (Beginner), CSS (Beginner), Python (Beginner), SQL (Beginner), GitHub/GitLab (Intermediate)

Customer Service & Communication: Client Relations, Conflict Resolution, Team Training, Workplace Efficiency

Leadership & Teamwork: Staff Supervision, Shift Management, Task Management, Workplace Coordination