

## CAREER PROFILE

Motivated problem solver with a proven ability to manage day-to-day financial, technological, and labor operations while overcoming obstacles and improving the work environment for customers and employees on both the business and the technology sides of a company. Additionally, a customer service expert experienced in management, leadership, and marketing.

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## EDUCATION

**BAYLOR UNIVERSITY** – Waco, Texas

May 2018

### **Bachelor of Business Administration (BBA)**

- Management Information Systems (MIS) and International Business (IB)
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## EXPERIENCE

**SimpleBills** – Waco, TX

August 2017 – Present

### **Customer Service Representative (CSR)**

- Answer phones and respond to emails to address customer concerns.
- Solve a wide-range of problems for customers and staff members alike.
- Communicate solutions to customers and staff.

**Protiviti** – Dallas, TX

June 2017 – August 2017

### **Internal Audit & Financial Advisory Technology (IAFA Tech) Intern**

- Tested ITGCs during interim testing on major IT SOX and IT MAR engagements.
- Analyzed network security design in an Internal Network Security Management Audit.
- Composed work papers, walkthroughs, and test sheets for a variety of systems, controls, and clients.
- Interacted with client personnel via email and in-person to request and confirm evidence for control testing.
- Mapped systems and system relations in Visio.
- Collaborated with teams working on SOX, MAR, and Internal Network Security Management audits.

**Domain at Waco (Student Housing)** – Waco, Texas

October 2015 – June 2017

### **Leasing Agent / IT Director**

- Marketed and sold student housing leases.
- Assembled and issued leases and legal documents.
- Analyzed, programmed, and monitored keys (and key activity), gates, and electronic locks.
- Created spreadsheets in Excel and stored in the cloud for effective, accessible, and secure data storage.
- Solved a wide-range of problems for current community members, staff, and management alike.

**STARBUCKS** – Flower Mound, Texas – Waco, TX

May 2013 – October 2015

### **Barista** (3 MUG awards for Moves of Uncommon Greatness)

- Managed tip distribution for store.
- Trained new baristas.
- Led efforts to improve customer service, resulting in a rise in customer satisfaction scores from 75% to 93% in two months.

### **Shift Supervisor** (Voted first ever Partner of the Quarter at Store #10979)

- Trained new baristas.
  - Supervised baristas, oversaw inventory, and reported inventory status.
  - Tracked, recorded, and reported store's daily financial performance.
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## ADDITIONAL

- Limited working proficiency in the Russian language.
- Proficient with Microsoft Excel, Word, PowerPoint, and Visio 2016.
- Limited experience with Microsoft SQL Server and programming in Visual Basic, C#, HTML, CSS, Python, and SQL.
- Limited experience with Kali Linux (terminal and tools such as Wireshark, Zenmap, SET, and Metasploit).