

Laylah Montague

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EDUCATION

University of North Carolina, Greensboro | Major: Information Science B.S. , Concentration: Organizational and Community Informatics | GPA: 3.55 **Expected Graduation: May/2025**

- Relevant Coursework: Data Literacy, Essentials of Cyber Security, Foundations for Analytics using Spreadsheets, Human Information Behavior, Info Use in a Digital World, Intro Cmptr Prgrmng Non-mjr, Project Management in Information Organizations, Web Design and Development, Managing Enterprise Information Systems.

Western Guilford High | High School Diploma | *Magna Cum Laude*

June/2021

- National Arts Honor
- National Honors Society

Honors & Awards: Award | Honors | Scholarships

- **Dean's List:**
 - UNCG | Fall 2022, Fall 2023, Summer 2024, Fall 2024 | *Awarded for achieving a GPA of 3.50 or better, with no grade below B- for the semester.*
- **Scholarships:**
 - *Next NC Scholarship* | 2024-2025 | UNCG
 - *Next NC Scholarship Summer Awd* | 2024 | UNCG
 - *NC Scholarship* | 2023-2024 | UNCG
 - *Spartan Award* | 2023-2024 | UNCG
 - *Barnwell-Allison Scholarship* | 2023-2024 | UNCG
 - *Escheats Scholarship* | 2023-2024 | UNCG
 - *Drs. Sullivan Scholarship* | 2022-2025 | UNCG
 - *Robbins Scholarship* | 2022-2023 | UNCG

PROJECTS

AI/NLP, Microchip | IST-301 UNCG

Fall 2023

- Participated in a 5 member team that completed AI/NLP analysis, developing Q&A, and sentiment analysis for Microchip's website with Microchip Technology Inc.

ASCENT | Mock App | Personal Project

Fall 2024

- **Developed and prototyped** ASCENT, a self-management app mockup in Figma, creating an interactive iPhone prototype with seamless navigation through task, goal, and progress tracking features.
- **Crafted an intuitive user flow** to enhance self-motivation and productivity by combining visually appealing dashboards, interactive goal-setting screens, and personalized task lists.
- **Implemented user-centric interactions** like responsive feedback, smooth transitions, and modular layouts to support easy, engaging self-management, focusing on maximizing user retention and satisfaction.

EXPERIENCE

Student Service Analyst

June/2023 - Present

6Tech Walk-In Center, UNCG | Greensboro, NC

Provided technical support for hundreds of students, faculty, and staff. Troubleshooted and resolved issues on Windows, macOS, and Chromebooks. Utilized ServiceNow for tracking and managing service requests. Addressed software and hardware issues efficiently. Endorsed skills LinkedIn for technical support and troubleshooting.

Associate

Sept. 2022 - Mar. 2023

White House Black Market | Greensboro, NC

Achieved sales goals through effective customer engagement and product knowledge. Assisted in inventory management, including stocking and organizing merchandise.

Associate

Dec. 2019 - Feb. 2020

Panera Bread | Greensboro, NC

Delivered exceptional customer service, handled transactions, and ensured the cleanliness and organization behind the counter. Assisted with food preparation and adhered to food safety guidelines in a high-volume environment.

SKILLS

English | Help Desk Support | ServiceNow | Customer Service | Troubleshooting | Microsoft Office | Google Office | Windows | macOS | Figma | 70 WPM | Problem-Solving |