

Tonisha Jeffers

570-665-9427 | jefferstonisha@gmail.com | [Linkedin](#)

Summary

Technical: Cybersecurity Fundamentals, Network Configuration, IT Support & Troubleshooting, Identity and Access Management (IAM) principles, Computer Hardware & Software

Skills: Critical thinking, Communication, Active Listening, Conflict Resolution, Decision-Making

Experience

Penn Foster/Ashworth College

Transcript Evaluator | 01/2020 - Present

Assist in the definition of course credit and transcripts and objectives by arranging regular communication between internal stakeholders and campus departments.

Execute a multi-channel student admissions system in SIS, driving efficiency in process for expedited student credit evaluations

Assign proper course credit to matching equivalences and accurately analyze values for classes

Answered all phone, email and ticketing inquiries

Student Advocate 01/20- 05/21

Assisting students with technical support which includes updating browsers, e-learning support etc

Handling educational and general questions about grades, e-learning, assignments and exams

Corresponding with students via phone, email and ticketing system

Admissions Specialist 6/19-12/19

Cross trained to learn Penn Foster and Ashworth/James Madison High School Admissions

Fielding inbound communications to resolve student inquiries

Responsible for the marketing, advising and admitting efforts for an assigned program(s) which include enrollment services, new student recruitment and program specific promotional events

Lackawanna College

Information Technology Intern 3/25-5/25

Participated in cybersecurity awareness and tech planning meetings focused on training schedules, system upgrades, and budget discussions.

Managed inventory for new phone and headset shipments, scanning MAC addresses and organizing devices by campus distribution

Completed network switch configurations and performed hardware setups on multiple switches.

Created a comprehensive campus network diagram using Cisco icons, identifying all switches via CDP and LLDP commands, and developed a corresponding PowerPoint presentation.

The Crossings Premium Outlets

Management | 08/2012 - 01/2019

Evaluated team performance, created and delivered performance reviews and developmental plans for team members
Managed changes to multiple, retail project scopes and schedules; ensured the project stays on budget as determined by the territory manager

Made recommendations to management concerning process improvements and led this work to improve department performance & productivity

Create online and in-store product marketing and physical displays for each season; led the store marketing process, tailored products for each marketing campaign, keeping our user's preferences and needs top of mind Led weekly sprint meetings for 15 direct reports

Education

East Stroudsburg University of Pennsylvania | Bachelors in Business Management/Marketing| Dec 2018

Lackawanna College | Associates in Cybersecurity | May 2025

Comp TIA Security+ | Expected July 2025