

## Summary

Versatile professional with 8+ years of experience spanning team leadership, operations management, and technical production. Strong background in team training, process improvement, and quality control. Currently pursuing a Cybersecurity degree to complement my existing CompTIA A+ certification and technical skills.

## Experience

### *Walmart*

#### Team Lead (October 2023 – October 2024)

- *Led department operations with a focus on customer satisfaction and efficient workflow management*
- *Supervised team members while ensuring compliance with company policies and procedures*
- *Maintained inventory accuracy and optimized product displays to increase sales*
- *Collaborated with management to implement process improvements and achieve business objectives*

#### Operations Specialist (June 2022 - October 2023)

- *Executed inventory management procedures using digital tracking systems*
- *Managed price changes and modular activities while maintaining excellent customer service*
- *Contributed to operational planning and execution of department initiatives*

### *Lifetouch National School Studios*

#### Production Lead (2019 - 2020)

- *Coordinated manufacturing activities and supervised daily production workflows*
- *Developed and implemented training programs for new employees*
- *Monitored quality control metrics and improved interdepartmental communication*
- *Maintained production schedules to meet time-sensitive deadlines*

#### Technical Specialist (2017 - 2019)

- *Led specialized production teams in meeting quality and efficiency goals*
- *Revised standard operating procedures to improve productivity and output quality*
- *Implemented 5S workplace organization methods to enhance operational efficiency*

## Education

◇ **Bellevue University** (2023 - Present): Bachelor's in Cybersecurity (in progress)

◇ **Chesapeake Center for Science & Technology** (2010): CompTIA A+ Certification

◇ **Oscar F Smith High School** (2007 - 2010): Diploma, AFJROTC (3 years)

## Technical Skills

📌 **Software Proficiency:** Microsoft 365 Suite, Adobe Creative Cloud (Photoshop, Illustrator)

📌 **Technical Skills:** Computer hardware troubleshooting, network basics, system maintenance

📌 **Equipment Operation:** Electric pallet jack, forklift, walker stacker, scissor lift

📌 **Certifications:** CompTIA A+ (2010)

## Core Competencies

📌 Team Leadership & Training

📌 Process Improvement

📌 Quality Control & Assurance

📌 Project Coordination

📌 Problem Solving & Analysis

📌 Customer Service Excellence