



Education

Appalachian State University

Boone NC | Expected Graduation: May 2027

Bachelor of Science in Risk Management and Insurance

Minor: Political Science (Pre-Law Focus) Dean's List: 2023–Present | GPA: 3.6

Skills

Business Operations & Analysis

 Payroll Processing, Data Reporting, Risk Identification & Mitigation

<u>Digital & Media Skills</u>

 Website Content Management, Social Media Scheduling

Team & Client Leadership

 Mentoring, Conflict Resolution, Customer Experience Excellence

Professional Communication

 Written & Verbal Communication, Public Speaking, Collaboration

Certifications

- CPR & First Aid Certified 2024
- Al Professional Skills Certification August 2025
- Data Visualization Certification
- Intercultural Skills Certification
- Data Analysis Certification
- Microsoft Office Specialist April 2024

Work Experience

Virtual Assistant

Moss & Black Salon 2023 - Present

- Manage payroll, scheduling updates, and reporting for a multi-service salon
- Create and maintain social media content calendars and website updates
- Support daily business operations remotely with strong attention to detail and confidentiality

Campus Recreation Center

App State University 2023 - Present
Promoted each semester for leadership and
performance across multiple roles:

- Front Desk Coordinator: Delivered exceptional guest service and maintained a professional, welcoming environment
- Operations Assistant: Enforced safety policies, monitored facility usage, and supported fitness programming
- Facility Supervisor: Oversaw daily operations across three campus centers, mentored student staff, managed incident response, and ensured compliance with risk management procedures

Volunteer Experience Common Heart, Indian Trail NC October 2022-Present

- Assist with weekly food drives to support underserved families in the community
- Sort and organize donated food at the food bank
- Package and distribute food to ensure timely delivery to those in need