**Chanel**

**Snellville, GA**

**Her Story:**

I want to finally be able to view myself as a success. I was not blessed with the means to afford/attend college, and this opportunity would give me the push that I need to actually make something of my life. People always say, "you need a degree to make it in this life" and it has honestly started to feel that way. Your resume constantly gets overlooked because you do not have a 4-year degree. I want to change that, and I am grateful that this program has made a means for people like me to do so. None of my family ever went to college, so we all live paycheck to paycheck which can be discouraging at times. It will allow me to finally land a good paying job and be able to assist them when they need assistance financially. Hopefully take some stress off of them.

**For reference:**

**Company Name:** United Health Group

**Job Title:** Customer Service Specialist

**Work Experience**: Medical Receptionist/Patient Care Coordinator, Medical Receptionist/Patient Care Coordinator

**Other Skills:**

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| --- | --- | --- |
| * Performing a Vulnerability Assessment * Performing Packet Capture and Traffic Analysis * Using Encryption to Enhance Confidentiality and Integrity | * Applying User Authentication and Access Controls * Assessing Common Attack Vectors * Implementing an IT Security Policy | * Configuring Backup and Recovery Functions * Implementing Security Monitoring and Logging |

**College Degree:** Medical Administrative Assistant-Kennesaw State University

**Education**:

IT Fundamentals Certification-Emory University

Cyber Security Certification-Emory University

**Annual Income:** $65,000

**Open to Relocation? Where?** No

**Observation characteristics from Emory (Outgoing, Quiet/Shy, Leader, Team Contributor, etc.)**

Chanel asks questions, shares screen, participates in discussions. Very pleasant and polite learner who participates in class and completes work accurately and on time.

**Competencies: (Interpersonal Skills, Cooperation and Collaboration, Time Management & Administration, Leadership, Communication Skills, Strategic Thinker, etc.)**

Inquisitive

Professional

Good Coordination