**Maxine**

**Sugar Hill, GA**

**Her Story:**

Multifaceted leader with I.T. and management experience and a proven record of improving organizational effectiveness, performing outstanding customer service and completing demanding assignments within crucial timelines and budgets.  Long track record of ensuring projects are delivered to the highest quality by effectively organizing, managing and utilizing all resources.  Strong manager with extensive training and an innate ability to coordinate and synthesize data resulting in sound decision making.

**For reference:**

**Company Name:** Cardinal Health

**Job Title:** Customer Operations Specialist

**Work Experience**: urology new customer experience, warehouse Generalist, Assistant Store Manager, Assistant Store Manager, Help Desk Specialist II

**Other Skills:**

|  |  |  |
| --- | --- | --- |
| * Complaint Resolution
* Training & Development
* Hiring & Selection
* Certified ScrumMaster
* Staff Motivation
 | * Mainframe & Networks
* Infrastructure Security
* Software Components
* Client Relationships
* Problem Diagnosis
 | * Budget Development
* Profit & Loss (P&L)
* Inventory Controls
* Analysis & Reporting
* Regulatory Compliance
 |

**College Degree:** Bachelor of Science in Management Information Systems (MIS -University of Massachusetts

**Education**: Certified Scrum Master (Scrum Alliance), W.I.T. Emory Cyber Security Program

**Annual Income:** $47,564

**Open to Relocation? Where?** Yes, Depends on the opportunity

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

Maxine participates in lab discussion, Asks questions, works well with others.

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

Inquisitive

Good Teamwork