

Kerewoyina Hiletework

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Summary

Motivated IT graduate with a B.S. in Information Technology (Cybersecurity focus). Skilled in troubleshooting, technical support, and customer service with hands-on experience in networking, system tools, and security concepts. Strong communicator with leadership experience and the ability to quickly learn new technologies. Seeking an entry-level IT role such as Help Desk Technician, IT Support Specialist, or Junior Cybersecurity Analyst.

Education

Bay Atlantic University – Washington, D.C.

May 2024

Bachelor of Science in Information Technology | GPA: 3.5 | May 2024

Relevant Coursework: Cybersecurity, Computer Networks, Cloud Computing, Computer Forensics, Web Development, Data Analytics, Content Management Systems

Technical Skills

- Microsoft Windows, macOS
- Python, Java, SQL, R, HTML/CSS
- Microsoft Office, WordPress, MySQL, POS Systems
- Troubleshooting, Networking, Cybersecurity Fundamentals, Cloud Concepts

Experience

Haagen-Dazs McLean, VA

Jan 2017-Present

Store Manager

- Managed POS systems and performed troubleshooting to minimize downtime.
- Trained staff on digital tools, scheduling software, and workflows to improve efficiency.
- Utilized digital inventory platforms to track and optimize stock levels.
- Resolved technical and customer-related issues, ensuring smooth operations and service delivery.

Project

WordPress Website Development

Mar 2023

- Built and customized a WordPress site, including theme configuration, plugin integration, and SEO optimization.
- Implemented responsive design and accessibility features to improve user experience.
- Demonstrated understanding of CMS architecture, database integration, and UI/UX design.

Leadership & Campus Involvement

School Ambassador – Bay Atlantic University.

Jan 2024

- Supported student orientation and outreach initiatives in collaboration with faculty.
- Built leadership, event coordination, and communication skills