

# Kerewoyina Hiletework

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## **Summary**

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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**

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### **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**

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

## **Experience**

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### **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**

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### **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**

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### **School Ambassador – Bay Atlantic University.**

**Jan 2024**

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