**Charlotte Hall**

Audubon, NJ

856-739-2018

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**EDUCATION**

**Wilmington University New Castle, DE May 2023**

*Masters of Cybersecurity with a concentration in SCADA*

**Wilmington University New Castle, DE May 2022**

*Bachelors of Computer and Network Security*

**Rowan College at Burlington County Mt. Laurel, NJ December 2020**

*Associates of Information Assurance and Cyber Security*

**PROFESSIONAL EXPERIENCE**

**Whole Foods Market Inc. Cherry Hill, NJ Sep 2019-Mar 2020**

*Full-time Barista/Bakery Team Member*

* Interacted with customers and worked to meet any and all needs for the in-store Coffee shop.
* Supported bakery department with customer orders and fulfilment and packaging of products.
* Maintained cleaning tasks and updating of appropriate store records of cleaning activities.
* Collaborate with team members before and after shifts to ensure continuity of customer service.
* Carried out tasks that made daily business successful.

**Starbucks Corporation Cherry Hill, NJ May 2018-Sep 2019**

*Full-time Barista/Shift Manager*

* Rotated cashier, barista and store management shifts, managing other team members on shift.
* Ensured customer satisfaction and problem resolution with orders and/or team member interactions.
* Responsible for end-of-day and end-of-shift cash management.
* Managed store opening and/or closing procedures to ensure smooth operation of store.
* Responsible for managing supply ordering and receiving.

**Target Corporation Malvern, PA Jan 2017–Jan 2018**

*Full-time Electronics Team Member*

* Staffed the Electronics department within the store, providing customer service such as assisting customers with finding the appropriate products, answering their questions, and cash register operations for the department.
* Handled department and overflow general customer service inbound calls.
* Stocked and re-ordered inventory.
* Support other departments or cash registers depending on staffing level and customer traffic.

**SKILLS**

* Customer Service and Problem Resolution (In-person and by telephone)
* Shift and team management
* Microsoft Windows
* Apple Mac OSX
* Windows Server
* Linux
* Network Fundamentals
* Microsoft Office & Office365
* Information Security tools, including Kali Linux, Metasploit, Nmap and others
* Cyber Security Assessments, Forensics, Cryptography, Penetration Testing, Ethical Hacking, Vulnerability scanning, Database security
* Computer, Web and Smartphone based applications

**EXTRACURRICULARS**

* Recipient of the 2021 WiCyS Security Training Scholarship
* 2021-2022 WiCyS Mentee
* Top 4% On TryHackMe
* Participation in Cybersecurity clubs at multiple institutions
* In progress of completing Security+ Certification
* 3.7 GPA
* Three semesters on the Dean’s list at Wilmington University
* President of Wilmington University WiCyS Chapter