

Melanie Owens

Tempe, AZ 85282

melaniee.owenss@gmail.com

+1 540-313-2030

Professional Summary

- I've worked within group focused environments, whether it was for school or in a job setting, therefore I have experience with being communicative, friendly, and quite easy to work with.
- I understand the importance of keeping up in a fast-moving environment and wanting to provide support for my teammates and turn out high efficiency, which is something that I'm dedicated in doing wherever I'm placed

Work Experience

Retail Sales Associate

H&M-Tempe, AZ

September 2022 to Present

- Keeping up with current and new inventory, and merchandising of product all to improve customer satisfaction
- Working with/in a team environment "We are one team"
- Preparing the store for operating and closing hours
- Interacting with customers one-on-one to help find product or help complete specific needs.

Education

Network Engineering (Bachelor of Science)

University of Advancing Technology-Tempe, AZ

May 2025 to Present

Cybersecurity (Associates of Science in Network Engineering)

University of Advancing Technology-Tempe, AZ

September 2022 to May 2025

Skills

- Azure
- Network protocols
- Computer operation
- macOS
- Phone etiquette
- Communication skills (3 years)
- Attention to detail

- Microsoft Word (3 years)
- Computer skills
- In-person customer service
- VMware (2 years)
- Zoom
- VPN
- Computer literacy
- Windows
- Data entry
- Microsoft Office (3 years)
- Cloud security
- POS (3 years)
- Microsoft Teams
- Information security
- Writing skills
- NIST standards
- SQL
- Customer communication
- Mobile devices
- Microsoft Outlook
- Customer service (3 years)
- Microsoft Excel (2 years)
- Computer forensics
- Cash handling (3 years)
- Inventory Stocking (3 years)
- AWS
- Risk management
- Google Docs
- Organizational skills
- Cloud infrastructure
- Microsoft PowerPoint
- SharePoint
- Time management
- Typing
- Scripting
- Active Directory

Languages

- English

Certifications and Licenses

Driver's License