

Jenni Steele

MBA graduate with professional experience in higher education, technical support, customer service, and academic coaching. Skilled in problem solving, communication, data analysis, and cross-functional collaboration.

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EXPERIENCE

University System of Georgia — *Help Desk Representative*

CARROLLTON, GA | DECEMBER 2024 - PRESENT

- Provide first-level technical support to students, faculty, and staff through phone, email, and ticketing systems.
- Assist with new hire training.

Sunbrook Academy at Bay Springs — *Floater*

VILLA RICA, GA | MAY 2024 - JANUARY 2025

- Prepared food for the children.
- Supervised children in the classroom and at the pool.
- Assisted with administrative tasks.
- Completed miscellaneous tasks as needed.

University of West Georgia — *Peer Tutor, Academic Coach, and Ambassador*

CARROLLTON, GA | AUGUST 2023 - DECEMBER 2024

- Tutored students in economics and related coursework.
- Coached students on study strategies, time management, and academic success skills.
- Represented the university during campus events.

EDUCATION

University of West Georgia — *Master of Business Administration*

CARROLLTON, GA | AUGUST 2025 - JULY 2026

University of West Georgia — *Bachelor of Science in Economics*

CARROLLTON, GA | AUGUST 2022 - MAY 2025

- French Minor | Certificate in Global Languages and Cultures
- Study Abroad - Strasbourg, France

SKILLS

- Microsoft Office
- Google Workspace
- Salesforce
- Data Analysis
- Communication
- Organization
- Collaboration
- Problem Solving
- Critical Thinking
- Punctuality
- Detail-Oriented
- Customer Service
- Leadership
- Intercultural Competence

RELEVANT COURSEWORK

- Urban & Regional Economics
- Macroeconomic Policy
- Business Statistics
- Money & Banking
- International, Health, & Consumer Economics
- Forecasting
- Sentiment Analysis
- Managerial Accounting
- Corporate Finance
- Marketing Strategy
- Managerial Economics

