

ALEXANDRA M PETERS

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PROFESSIONAL SUMMARY

Motivated and tech-savvy professional with experience in technology support, team leadership, and project management. Strong background in information technology, cybersecurity, and workplace safety, with proven success in fast-paced environments at Verizon as well as in robotics. I am currently pursuing IT & Cybersecurity studies with a healthcare focus to bridge technology and safety in modern workplaces. Seeking a full-time opportunity in technical support, IT operations, or biomedical technologies in the Lincoln area.

CORE SKILLS

- Technical Troubleshooting & Device Support
- Cybersecurity Fundamentals & Data Protection
- Project and time Management
- Microsoft 365, Google Workspace, POS & CRM Systems
- OSHA 30 Certified
- Leadership and Training
- Documentation and Reporting
- Power Tools, CAD development and Hardware

PROFESSIONAL EXPERIENCE

First Tech Robotics/ VEX Robotics – Alumni and Mentor (09/2016- current)

- Supervised and coached various robotics teams across the country
- Designed and developed various parts and mechanisms using various CAD tools under strict guidelines
- Developed business plans to help manage the teams' finances
- Wrote C++ code for driver control movement as well as autonomous movement
- Collaborated with competing teams to create alliances

Verizon Wireless – Retail Assistant Manager (11/2022-current)

- Supervised and motivated a high-performing retail and technical sales team, consistently exceeding company performance metrics in revenue, device activations, and customer satisfaction.
- Delivered expert-level support and troubleshooting for mobile devices, network connectivity, and account management systems, resolving customer issues efficiently while maintaining brand trust.
- Trained and developed new hires on Verizon technology platforms, cybersecurity awareness, and effective customer communication strategies.
- Analyzed sales and performance data to identify growth opportunities and implement team improvement plans, resulting in measurable gains in customer retention and store productivity.
- Collaborated with district management to streamline operations, enhance digital tool adoption, and ensure compliance with safety and corporate standards.
- Recognized for leadership, adaptability, and ability to balance business goals with an exceptional customer experience.

CPR Cell Phone Repair – Repair Technician (02/2022-11/2022)

- Responsible for repairing various mobile devices such as smartphones, tablets, laptops, pcs and consoles
- Analyzed market trends to find best deals on parts
- Handled corrosive material
- Supported various work tickets and documentation
- Apple and Samsung Repair Certification obtained
- Micro-soldering was preformed on motherboards for various repairs

Best Buy – Retail Sales Expert (04/2021-02/2022)

- Promoted Best Buy services such as warranties, protection plans, and financing options.
- Maintained and organized product displays and ensured shelves were stocked and presentable.
- Gained exposure to KPIs and learned how they support stronger sales performance and align customer needs with company goals.

Motorsports Warehouse – Warehouse and Sales Technician (08/2019-04/2021)

- Fabricated sprint car chassis using MIG welding
- Received and sold various parts
- Managed U-Haul delivery and sales

EDUCATION & CERTIFICATIONS

- DeVry University – A.S. in Information Technology & Cybersecurity with a minor in healthcare (In Progress, completing 7/2026, current GPA 4.0)

Coursework in studying the integration of Information Technologies and cybersecurity with healthcare systems, focusing on data protection, network defense, and HIPAA compliance, building skills to bridge technology, safety, and patient care through secure digital solutions.

ADDITIONAL HIGHLIGHTS

- Excellent interpersonal and communication skills, strong rapport-building with clients and teams.
- Passionate about integrating technology, safety, and human connection to improve workplace systems.
- Open to hybrid, remote, or on-site positions in Lincoln, NE and surrounding areas.