

April Steadman

TECHNICAL SKILLS

Skills: Computer Literacy, Troubleshooting, Customer Service, Communication, Critical Thinking, Quick Learner

Operating Systems: Windows (10, 11), Linux (Kali)

Coding Languages: Python, HTML, PowerShell

Tools/IDE: Excel, Word, PowerPoint, Oracle VirtualBox, Visual Studio Code

Certifications/Awards: Basic Certificate Cybersecurity, AWS Cloud Practitioner Essentials Certificate, PTK Honors Society, Presidential Scholar 2024/2025

EDUCATION

Kennedy-King College

Expected May 2026

Associate in Applied Science GPA 4.00

Relevant Coursework

- Computer Operations
- Fundamentals of Programming
- Networking Essentials
- Operating Systems I
- Operating Systems II
- Internetworking I
- Internetworking II
- Ethical Hacking
- Information Security Systems Analysis
- Cybercrime and Incident Response
- Scripting for Cybersecurity
- Cloud Computing and Services

WORK EXPERIENCE

Jewel Osco

06/2019 – Present

Service Clerk

- Efficiently assisted customers by ringing all their items, entering their phone numbers into our system for their rewards, and checking them out.
- Responsible for closing the store at the end of the night and quickly but politely directing all customers to the checkout.
- Answered the phones up front whenever they rang and either assisted the customer on the line or transferred the call to the correct department.

Oak Lawn Public Library

02/2023 - 07/2023

Customer Service Desk

- Checked patron materials in and out, put items in our system on hold for them, and took all calls that came to the service desk.
- Enter new patrons' information into our system and print them their library cards upon request.
- Tested our video games that came back with complaints and checked in the MacBook's the library gave to our senior patrons, resetting them, and getting them ready for the next user.