

AKACIA HOWELL

Trenton, NJ | 609-780-4664 | ltashahowell19@gmail.com | <http://linkedin.com/in/akaciahowell>

EDUCATION

Rider University, Lawrenceville, NJ

Bachelor of Science in Cybersecurity, May 2028

Mercer County Community College, Trenton, NJ

Associate of Science in Computer Science, December 2025

RELEVANT COURSEWORK

- Introduction to Computer Science
- Data Structures and Algorithms
- Introduction to Cyber Security
- Network Fundamentals
- Computer Networks

TECHNICAL SKILLS

- Programming and Scripting: JavaScript, CSS, HTML, Python (Learning)
- Systems: Windows OS, Linux, MacOS (Learning)
- IT Support: Reset password, Troubleshooting
- Web Development using HTML

TECHNICAL EXPERIENCE

Union Bank of CA, City, State

IT tech Support and Customer Service Specialist, March 2022- July 2023

- Assisted customers with account access issues, including unlocking locked accounts after identity verification
- Reset passwords and guided users through secure login procedures
- Verified user identity following security and authentication protocols

WORK EXPERIENCE

Mercer County Community College | Trenton, NJ

Student Mentor, September 2024 – December 2025

- Provide one-on-one academic support to students across technical and non-technical subjects.
- Collaborate with faculty to align mentoring with course objectives and learning outcomes.
- Track student progress and adapt support strategies as needed.

Alorica, St. Andrew, Jamaica

Customer Service Representative, October 2023 – December 2023

- Delivered technical and account support via phone, chat, and email.
- Resolved customer issues efficiently while maintaining service quality standards.
- Assisted customers with Amazon website navigation and troubleshooting.