

SYDNEY LIGHT

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Skills Summary

Microsoft CTE Certification (achieved in 2019), Customer Service, Time Management, Collaborative, Self-Sufficient, Sales

Education

Advanced Studies Diploma

Patrick Henry High School 2018 - 2022

Pursuing: Bachelor's Degree in English and Creative Writing

Hollins University 2022 - Present

Experience

Bellacino's Pizza & Grinders – Roanoke, VA

Kitchen Staff November 2020 – April 2021

I assisted as a server and host, by answering phone calls, making food orders, doing dishes, doing stock, and basic cleaning responsibilities. Also, provided excellent customer service to all patrons.

Kirk Family YMCA – Roanoke, VA (Downtown)

Lifeguard/Head Lifeguard and (Private) Swim Instructor/Supervisor April 2021-November 2023

I maintained pool chemicals, kept patrons safe in the water, offered swim lessons to those in need, organized and ran swim lesson sets, offered items/suggestions to patrons to maximize their satisfaction at the establishment and promote the aquatics program.

Bath and Body Works – Roanoke, VA (Tanglewood)

Seasonal Sales Associate September 2022-February 2023

I was a seasonal sales associate and aided in selling products to patrons that would satisfy their needs. I offered top tier customer service to all customers and assisted them as they shopped. Additionally, I kept the sales floor organized and presentable.

Boot Barn

Sales Partner/Associate November 2023-September 2024

I sold the company's products to customers with all their needs in mind. I aimed to cater to every customer completely over the phone, online, or in person. Additionally, I packed orders, completed inventory tasks, and kept the sales floor organized and presentable.

Kroger – Roanoke, VA (Towers)

E-Commerce/Pickup Associate April 2024-November 2024

I sold company products and aided customers in finding items they needed while in store. I picked grocery orders, delivered them curbside, and spoke to customers over the phone and in person regarding their needs. I packed orders and distributed them to each customer using Kroger Pickup to receive their groceries.

Amazon

FC Associate – Delivery Station Field November 2024-January 2025

I sorted incoming packages, stowed them into totes based on delivery location and prepared delivery route loads for incoming drivers.

Panda Express

FOH (Service Team) Associate – January 2025-Present

I assist customers by answering phone calls, taking orders in person, and taking online orders. I offer exceptional customer service by greeting every guest, serving prepared food, handling payments at the register, maintaining cleanliness in the restaurant, and following all operational standards and safety procedures to ensure quality food is served, all while adhering to a fast-paced environment.

Awards and Acknowledgements

National Honor Society-Fall 2020 (Patrick Henry High School)

I graduated from Patrick Henry High School in National Honor Society. I participated in elite academic activities and volunteer work throughout my time in high school post-COVID.

HOPE Scholarship-Fall 2022 (Hollins University)

I received the HOPE Scholarship from Hollins after graduating high school. Hollins Opportunity for Promise through Education (HOPE) is an award offered to young women living in Roanoke Valley who want a degree but worry about the cost. I applied to eight different schools, but I would not be in college without this scholarship.

IIE American Passport Project Recipient-December 2022 (Hollins University)

Awarded the IIE American Passport Project Grant, enabling me to obtain a U.S. passport and pursue international educational opportunities. This grant supports underrepresented students in higher education, fostering global awareness and cultural exchange.

Dean's List-Fall 2023 (Hollins University)

I finished my Fall term (second semester of freshman year) at Hollins with a 3.62 GPA.