**Jocelyn L. Austin**

Spring TX | Jocelynaustin0602@gmail.com | (618) 558-9858

**SUMMARY OF QUALIFICATIONS**

* 5+ years of Team Building -- Associate Retail Manager | Lead Daycare Teacher | Full-Time Nanny
* 3+ years of Customer Service (Retail) – true professional | Ensured positive customer experience
* Confident Public Speaking Skills honed during college and church activities
* Former Military Dependent—numerous moves | Adaptable to situations & environments
* Problem Solving | Organizational Skills | Content Creator | Innovative Thinker | Graphics

**PROFESSIONAL EXPERIENCE**

**Lighthouse Church** • Houston TX • 8/2023 - Pres

**Graphics (Volunteer)**

* Member of Media Production Team | Operates Cameras to obtain best live footage during service
* Coordinates background graphic changes enhancing the worship experience for attendees

**Private Nanny** • Spring TX • 12/2022 – 1/2024

**Full-Time Nanny**

* Ensure clients are properly watched, taught, fed, and entertained
* Developed and coordinated learning schedules ensuring clients acquire educational and life skills
* Transported clients to various appointments

**Ivy Kids** • Spring TX • 5/2021 – 12/2022

**Lead Teacher**

* Organized / Led classroom actions for ~15 students -- educational, life skills, & recreational activities
* Performed all reporting in a timely manner | Maintained open communication with staff & parents

**Garage** • The Woodlands TX • 6/2018 – 5/2021

**Associate Manager (Keyholder)**

* Properly followed operating procedures opening/closing store and mitigating potential store loss
* Assisted customers, ensured accurate cash transactions | Packaged/shipped online orders
* Displayed excellent customer service skills while completing transactions in an efficient manner

**Austin Luxury Realty Services** • Daingerfield & Spring, TX • 3/2017 – 12/2020

**Real Estate Mentee | Volunteer**

* Mentored by experienced Texas Licensed Real Estate Broker
* Helped develop marketing material and items for broker’s advertising

**EDUCATION & TRAINING**

**Bachelor of Mass Communications (Expected July 2024)**

Sam Houston State University