
Yashika Fowler

2011 15th Street NW
Washington, DC 20009
(202) 855-8866
yashikafowlerr@gmail.com

Objective

Utilize my skills in the most effective and efficient way to achieve the company's goals exceeding the required ability.

Security Clearance: *Secret*

Professional Experience

US Army National Guard

November 2020- Present day

Military Police

Washington, DC

- Patrolling the facility to detect and address security breaches.
- Utilizing your combat and weapons training to maintain the safety of our grounds.
- Investigating and addressing suspicious activity on time.
- Detaining trespassers and violent individuals for transfer to another facility, if applicable.
- Transporting dignitaries, government officials, and criminals between stipulated locations.
- Traveling to foreign territories to set up and defend military camps, as required.
- Wearing the correct gear and remaining identifiable when on duty.
- Greeting and interacting with superiors and subordinates in the prescribed manner.
- Working alongside staff, including trained animals, to fulfill your obligations.
- Ready to deploy and engage foreign and domestic threats.
- Activated for riots and overseas deployments.

US Army National Guard

April 2014- Present day

Automated Logistics Specialist

Washington, DC

- Completed basic combat training and advanced individual training in October 2014.

- Training included supervising and performing management or warehouse functions for maintaining equipment records and parts.
- Establish and maintain stock records and other documents such as inventory, material control, accounting, and supply reports.
- Review and verify quantities received against bills of contracts, purchase requests and shipping documents.
- Unload, unpack, count, segregate, palletize and store incoming supplies and equipment.
- Simplify and standardize the collection and use of maintained data a

Robert Half Temp Agency

February 2015 –Present

Administrative Assistant

Washington, D.C.

- Various duties dependent upon assignment
(Clerical, data entry, customer relations, logistics)

American Association for The Advancement of Science

May 2022-October 2022

Washington, DC

- Respond to member, customers, and institutional inquiries through inbound and outbound telephone, email, live chat, correspondence, and other potential channels
- Staff tables at events representing Membership and AAAS
- Exercise creative and critical thinking. Evaluates complex situations and develops appropriate solutions
- Demonstrate a positive work ethic and attitude and serve as a vital team member
- Exhibit a professional demeanor and deliver a stellar service experience
- Achieve standards for productivity and quality
- Ensure that every communication ends with appreciation for the member
- Assist members with online activities, troubleshooting technical member service issues
- Provide information on member benefits, upcoming events, subscription policies, and other relevant AAAS information that reinforce the value of being a member
- Maintain relationships with other departments to ensure quick response to service-related problems
- Follow escalation procedures for unresolved issues through internal referral processes
- Provide input for continuous improvement of processes, messaging, and service delivery
- Identify customer needs that can contribute to improved product development and problem resolution
- Ensure data entry is accurate and secure
- Prioritize work assignments, working pro-actively and managing multiple tasks
- Provide accurate and timely reports as directed by the Assistant Director
- Other duties as assigned

- Minimum Requirements
- Bachelor's degree preferred, with 3+ years of experience in customer or professional
- membership support
- Customer service experience, preferably via telephone or in-person
- Committed to high quality service delivery and problem resolution
- Professional, articulate demeanor, proficient phone etiquette and strong written communication skills
- High energy, positive attitude, self-motivated, able to work independently, with minimal supervision
- High sense of integrity and respect for others – Externally and Internally
- Experience with CRM systems preferred
- Strong organizational and communication skills
- Ability to work successfully under tight deadlines with multiple priorities
- Punctual, reliable, accurate, flexible and team player
- Ability to provide quality performance and compliance measures for call center and email
- Ability and willingness to deliver a successful service resolution
- Demonstrates ability to maintain organizational skills
- Ability to analyze and resolve issues
- Ability to deliver well written Knowledge Base articles and other supporting documentation
- Ability to interact effectively with the team and other AAAS organizations
- Exhibits character, contribution, chemistry, competence, and commitment

US Army National Guard- White House Detail

January 2021-February 2021

Washington, DC

- Utilizing secret database to provide identification and White House PIV Cards to oncoming administration.
- Analyzing confidential records for official vetting authentication.
- Clearing and assigning private workspace in various administrative locations.
- Sorting classified and unclassified documentation for official disposal and placement.

US Army National Guard- COVID Detail

March 2020-April 2021

Washington, DC

- Supervising various Covid 19 testing surpassing current rank and responsibilities.
- Utilizing the Department of Health personnel registration portal to offer aide with required registration prior to obtaining testing.

National Guard Association of the United States

November 2016- January 2017

**Receptionist/Administrative Asst. to the Chief of Staff
Washington, D.C.**

January 2017- January 2019

**Customer Service Representative -Membership
Department**

- Responsible for performing data entry and data cleanup projects to improve the database integrity routinely and systematically.
- Collaborated with national and state staffs to increase deliverability of direct mail, subscriptions, and email marketing.
- Fields emails and phone calls from members pertaining to website login, membership, conference, payments, and other National Guard Association of the United States inquiries.
- Performed quality control of data inputs from state users to ensure accuracy and consistency.
- Reviewed discrepancies in data received, requests clarification, or advises supervisor of issues related to data
- Provided magazine mailing file.
- Provided support for National Guard Association of the United States annual conference.
- Provided administrative support to the membership and marketing department.
- Served as front desk receptionist as needed.
- Participated in state visits and after-hours functions.
- Assisted alongside the marketing coordinator in progression and completion of company website.
- Provided administrative and secretarial support of the Chief of Staff and other directorates.
- Financial record keeping, coordination of meetings, conferences, direct mailings, and special projects.
- Answering non-routine correspondence, assembling highly confidential and sensitive information.
- Dealt with diverse groups of important external callers and visitors along with internal contacts of all levels.
- Exercised independent judgement, which is required to plan, prioritize, and organize diversified workload.
- Recommended successful changes in office practices or procedures by performing the following duties.

Allied Barton

November 2014-January 2016

Unarmed Security Officer

Washington, DC

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Obtains help by sounding alarms
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers
- Controls traffic by directing drivers
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures
- Maintains environment by monitoring and setting building and equipment controls
- Maintains organization's stability and reputation by complying with legal requirements
- Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques

Deployment

United States Armed Forces

April 2020-April 202

Guantanamo Bay, Cuba

- **Maintain DOC operations - CLASSIFIED**

Education

United States Armed Forces

July 2014-September 2014

Logistical Specialist School

Fort Lee, VA

Certificate of Completion and Advancement

October 2020- November 2020

Military Police School

Fort Knox, KY

Certificate of Completion and Advancement

Prince Georges Community College August 2013-

December 2013

Largo, MD

General Studies (credits acquired)

