

Bijuana Stevens

Dallas, TX 75226 || 832-938-1022 || bijuanastevens@gmail.com

EDUCATION

Bachelor of Arts in General Studies

Concentration in General Education and English

Prairie View A&M University

Graduation: May 2021

Izkina, Dallas, TX

December 2023 - Present

Hostess

- Greeted an average of 200 guest per day at the door and escorted them to their table
- Organized and scheduled reservations both over the phone and in person
- Provided professional customer service and fostered warm relationships with customers
- Communicated with staff and customers to guarantee that any concerns were promptly addressed and guest were happy

Dallas ISD, Dallas, TX

July 2022 – October 2024

Middle School Reading Teacher

- Leveraged classroom discussion strategies to engage students, promote topics, and boost learning opportunities
- Upheld classroom routines to support student environments and maintain consistent schedules
- Collected and maintained documentation and student data for assessment scores and attendance
- Establishing solutions to problems, assessing vulnerabilities, considering risks, and choosing the best outcome.

Neiman Marcus, Dallas, TX

July 2022 – August 2023

Customer Service Representative

- Greeted customers as they entered the store, and immediately helped them with anything they needed
- Promptly handled an average of 80 customer inquiries and complaints per day
- Provided excellent customer service

Readers 2 Leaders, Dallas, TX

September 2021 - May 2022

Reading Instructor

- Created engaging and rigorous lesson plans for students in grades 1-5
- Completed 45-minute reading sessions with students to meet goal of improving literacy development
- Participated in regular culturally responsive professional development activities
- Enforced the organization's core mission and values
- Instructed ESL/ELL students through reading lessons to improve English speaking, reading, and writing ability
- Supervised students during after-care, helping to complete homework and engage students until parent pick-up

STUDENT SUPERVISORY EXPERIENCE

Quantum Learning, Oceanside, CA

June 2019 – August 2021 (Seasonal)

Summer Camp Leader

- Provided a safe and nurturing learning environment for all campers
- Managed a small group of campers to debrief after each learning session focused on the 8 Keys of Excellence
- Guided children on maintaining cleanliness, punctuality, and obediently following orders
- Transported and escorted program participants to and from activities

Kidventures, Dallas, TX

May 2018 – August 2018

Summer Camp Counselor

- Cared for personal and health needs of campers with disabilities
- Instructed participants on activity goals, procedures, and safety considerations
- Participated in daily meetings to coordinate with other staff on campers' progress, issues, and goal achievement

HIGHER EDUCATION EXPERIENCE

Prairie View A&M University, Office of Enrollment

September 2017 – May 2018

Team Member

- Managed high call volume and in-office student visits, assisting distressed students and/or parents
- Screened and interviewed candidates for office student employees
- Performs various clerical functions including filing, scheduling, recordkeeping, and copying documents

Prairie View A&M University, Office of Strategic Partnerships & K-12 Outreach

June 2017 – August 2017

Summer Camp Leader

- Led an event for more than 400 students ranging from 6 years old to 16 years old
- Facilitated college tours to explore departments and educate students on college life

SKILLS

- | | |
|--------------------------------|------------------------|
| ▪ Problem Solving and Judgment | ▪ Parent Communication |
| ▪ Lesson Planning | ▪ Microsoft Office |
| ▪ Organizing and Planning | ▪ Communication |
| | ▪ Collaboration |