

Gabriel Yeager

Accounting Support Specialist at St. Petersburg College

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Summary

I am a graduate student from the University of Central Florida with a Bachelor of Science degree in Psychology, which I am utilizing to pursue a Master of Arts in Instructional Design & Technology through the University of Central Florida under the guidance of Dr. Atsusi Hirumi and Dr. Glenda Gunter.

Along the way I have acquired more than seven years of customer service experience in various settings, including one and a half years as a Peer Advisor in academics. Furthermore, I have gained valuable teaching experience at the University of Central Florida as a Teaching Assistant during my senior year. Additionally, I have conducted research studies and statistical analyses at the University of Central Florida under Dr. Peter Hancock and Dr. Wei Wang. My current research interest lies within learning through internet-based video games in a global capacity.

Through my experiences and interest in education, I am seeking to continue growing in this field. With my passion for learning and my thirst for knowledge, combined with my understanding of psychology and behavior, I desire to use these strengths to enhance my field.

Experience

Accounting Support Specialist at St. Petersburg College

May 2016 - Present

"The Accounting Support Specialist will facilitate interactive learning and engagement among students and serve as a subject matter expert on residency, tuition payment options, registration and enrollment processes. Primarily, the Accounting Support Specialist will assist in navigating students via MySPC, all tuition and matters, registration holds, Career and Placement Information, and registration processes. Additionally, this position will reside primarily in the Business Office."

Teaching Assistant at University of Central Florida

August 2015 - May 2016 (9 months)

Maintained proper communication with students and the professor, encouraging successful completion of the course. Managed 75 students and their gradebooks, proctored examinations, and assisted in grading students from other TA's through teamwork and communication. Taught students in computer operations, understanding their degree, and how to form a resume.

Peer Advisor at University of Central Florida, Psychology Advising Center

July 2015 - May 2016 (10 months)

Provide students with accurate information on how to interpret their degree audit, and advise students on being successful in academics and beyond.

Operations Specialist/Technician

January 2016 - April 2016 (3 months)

Encouraged sales through leadership, coordinated installation times through proper communication with third parties, quality control manager for sales orders, performed data management and spreadsheet documentation. Performed home security installations and technician service work, training new customers on the use of their new systems.

Electronics Team Trainer at Target

August 2012 - November 2015 (3 years 3 months)

Provide excellent customer service while promoting sales and loyalty through the use of in-store credit. Setup new planograms and maintain sales floor areas for accuracy and presentation. Train new employees on company policies and responsibilities.

Peer Advisor

May 2014 - December 2014 (7 months)

Created the first student lead New Student Orientation, hosted seminars and coordinated student events geared towards a successful college life. Provided students with accurate information on how to interpret their transcripts, assist students in planning their academic coursework, and advise students on being successful in academics and beyond.

Crew Member

March 2009 - February 2011 (1 year 11 months)

Provided customer service, operated POS and drive-thru systems, expedited orders with a high accuracy rate, maintained all areas of the store, and provided leadership when management was not present.

Young Adult Advisory Board Member at Fort Vancouver Regional Library District

July 2006 - July 2009 (3 years)

Planned community events through the library district. The greatest achievements were encouraging children (and their parents/guardians) to read, and to host a quarterly book sale to fund the program. Through this experience, I gained leadership and teamwork skills that I am still using nearly 10 years later.

Education

University of Central Florida

Master of Arts (M.A.), Instructional Design and Technology in e-Learning, 2016 - 2018

University of Central Florida

Bachelor of Science (B.S.), Psychology, 2015 - 2016

Activities and Societies: Research Assistant and project lead for the Minds in Technology/Machines in Thought (MIT2) Lab Research Assistant for the Computational Behaviors Lab Teaching Assistant for Psychology Cornerstone Class

St. Petersburg College

Associate of Arts (A.A.), Psychology, 2013 - 2014

Activities and Societies: Supplemental Instructor Student Government Association Men Achieving Excellence
Latinos United

Clark College

Automotive Technology, 2010 - 2011

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