KE'ONA MOORE

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WMATA OFFICE OF INSPECTOR GENERAL | COLLEGE INTERN CANDIDATE

PROFILE

Psychology undergraduate with a 3.59 GPA and experience reviewing records, researching discrepancies, documenting findings, and protecting confidential information. Background spans transit operations, federal mail service, healthcare, banking, and procurement. Proficient in Microsoft Office and business record-management systems; eager to apply analytical and reporting skills to investigative and performance-audit work.

EDUCATION

University of Phoenix | Bachelor of Science in Psychology (In Progress)
Cumulative GPA: 3.59 • 49 of 120 program credits applied (November 2026)

RELEVANT SKILLS

Records review & data verification • Issue research & documentation • Operational reporting • Confidential information handling • Process & policy compliance • Procurement records • Microsoft Excel, Word & Outlook • Salesforce • SAP • Trapeze • CMMS

PROFESSIONAL EXPERIENCE

City Carrier Assistant | United States Postal Service • Aug 2025–Present • Silver Spring, MD

- Maintain delivery and parcel records, reconcile route discrepancies, and document exceptions under established USPS procedures.
- Manage time-sensitive assignments while maintaining accountability for mail, equipment, and customer information.

Dispatch Supervisor Assistant | Transdev (WMATA) • Oct 2024–Apr 2025 • Hyattsville, MD

- Reviewed and updated Trapeze and CMMS records related to schedules, dispatch activity, and service operations.
- Assisted with reviewing service disruptions, documenting operational concerns, and escalating issues to supervisors.

B2B Generalist | IKEA • Oct 2022–Oct 2023

- Reviewed customer account and order information in Salesforce; coordinated issue resolution with fulfillment teams.

Patient Assistance Specialist | CareMetx • Oct 2020–Jul 2021 • Remote

- Verified insurance and enrollment records, researched eligibility information, and documented confidential cases under HIPAA requirements.

Customer Service Advisor | WSSC Water • Jan–Dec 2019 • Laurel, MD

- Researched billing and service histories, addressed account discrepancies, and maintained accurate case documentation.

Call Center Banker | Capital One • Oct 2018–Nov 2019 • Laurel, MD

- Verified account-holder information, researched service requests, and protected confidential financial records.

PRC Representative | Peak-Ryzex • May 2014–Apr 2017

- Maintained procurement and order documentation using Salesforce and SAP, with emphasis on data-entry accuracy.

ADDITIONAL CREDENTIALS

Maryland Notary Public • Google AI Professional Certificate (2026)