

Jordan M. Lytton

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EDUCATION

East Carolina University, Greenville NC

Bachelor of Arts, *Interpersonal Organizational Communication*

Minor: *Psychology*

Virginia Episcopal School, Lynchburg VA

High School

Professional Summary

Detail-oriented and people-focused professional with a BA in Interpersonal and Organizational Communication and a background in student engagement, customer service, and administrative support. Experienced in working in educational settings, managing sensitive information, handling financial transactions, and communicating clearly with diverse audiences. Strong organizational skills with a demonstrated ability to manage multiple tasks, support collections efforts, and maintain positive relationships with students, parents, and institutional stakeholders.

EMPLOYMENT

Virginia Episcopal School, Lynchburg VA

August 2024

Residential life, Coach, Intern

- Actively participated in the admissions and recruitment process by engaging prospective students and families, offering insights and guidance on academic, residential, and extracurricular opportunities.
- Developed strong relationships with students, families, and school counselors, providing mentorship and consistent support to enhance the overall student experience and promote community values.
- Coordinated and supported school-wide events, including recruitment fairs, open houses, and student activity days, ensuring smooth logistics and meaningful engagement.
- Assisted with event planning, billing-related mailings, and student support logistics, showcasing attention to detail, time management, and communication skills.
- Managed student dormitory life, including weekday and weekend supervision duties, creating a structured, inclusive, and nurturing environment for students' personal and academic growth.
- Provided direct support during evening study halls and dorm hours, helping students navigate both everyday concerns and more significant personal challenges through active listening and guidance.
- Served as a coach for varsity/junior varsity tennis and volleyball, emphasizing sportsmanship, discipline, and teamwork while fostering students' physical, emotional, and leadership development.
- Modeled integrity, responsibility, and perseverance both in residential life and on the court, creating strong mentoring relationships that helped students grow in confidence and character across contexts.
- Promoted community values and a sense of belonging through both athletic and residential programming, helping students build resilience and navigate social dynamics.

Starbucks, Greenville NC

August 2022- November 2023

Partner and Barista

- Delivered excellent customer service by fostering a positive environment and building rapport with customers.
- Collaborated with colleagues to ensure smooth day-to-day operations, maintaining a focus on team goals and customer satisfaction.
- Managed transactions and ensured accuracy and attention to detail in daily record-keeping, aligning with administrative tasks in HR roles.

East Carolina University, Greenville NC

May 2022- July 2022

Department of Quality and Analytics

Intern

- Utilized Microsoft Office Suite for data management, reporting, and quality control processes, gaining valuable experience in administrative tasks.

- Observed and provided feedback on customer service interactions, identifying areas for improvement—skills that translate well to employee relations in HR.
- Participated in secret shopping initiatives to ensure quality control and improve customer experiences, showcasing attention to detail and commitment to process improvement.

Opendoor Education, Simpson NC

August 2021- February 2022

Teacher, Teacher Assistant, and Afternoon Leader

- Organized and led activities to help children develop social and cognitive skills, creating a safe and supportive environment.
- Monitored student progress and communicated effectively with parents, ensuring that records were kept up-to-date and that any concerns were promptly addressed.
- Collaborated with team members to foster a positive environment and provide support for both children and parents, aligning with HR functions of teamwork and employee relations.

CAMPUS AND COMMUNITY INVOLVEMENT

ECU Honors Society

PHI MU, *ECU Philanthropic Greek Organization*

Scuba Diving

Teams: Volleyball, Yoga, Swimming, Golf

Theater Tech

Ceramics

PROFESSIONAL AND TECHNICAL SKILL

- | | | |
|----------------------|---------------------------------------|-----------------------|
| • Microsoft | • Interpersonal relationship building | • CPR/ Blood Pathogen |
| • HRIS, Epic | • Canva | • Document management |
| • Powerful Presenter | • HIPAA | |
| • Google Drive | | |