



[LinkedIn](#) · [Portfolio](#)
myrlice.dickens@gmail.com
678-485-7872

EXPERIENCE

David's Bridal

Syracuse, NY

Customer Service Representative

Aug. 2025 - Nov. 2025

Welcome all customers · Communicate clearly and concisely by adapting your style to suit the customers by problem solving · Proactively address customer concerns with confidence · Build and maintain long-term relationships to meet and exceed customer satisfaction and loyalty · Engage in the inventory management procedures by processing orders, receiving, and ensuring first quality standards for all merchandise

Lead Customer Service Representative

Nov. 2025 - Present

Maintain all store-standards to support a flawless shopping experience · Support the sales floor by performing elements as a floor manager role when directed · Maintain the Vendor program by ensuring the vendor materials are properly displayed and distributed · Support inventory management by processing orders, receiving and ensuring first quality standards for all merchandise · Ensure accurate cash handling procedures, returns and exchanges are completed per policy and procedure · Report any damaged equipment or damaged merchandise to management · Knowledge of internal business end-to-end processes and priorities · Maintain knowledge of ways to improve sales and service · Maintain organization and cleanliness at the Welcome desk, Cash wrap and in receiving

Middle Georgia State University (MGA)

Macon, GA

Student Editor Intern | Office of Marketing and Communications

Jan. 2025 - Apr. 2025

Supporting the Marketing and Communications team with conducting interviews and writing articles for university publications · Researching marketing, advertising, and recruitment styles of similar universities and higher education institutions · Supporting the team by acting as a third-party editor for publications, research and recruitment advertising materials · Drafting, copies, articles and other pieces for the office and press releases, for the university and other publications

Student Assistant | Office of Greek Life & Community Service

Oct. 2023 - May 2025

Utilizing Canva and other design platforms for content development and promotional campaigns · Engaging with students through campus events to encourage student productivity and student engagement (≈40 events per semester and ≈20 or more students per event) · Assisting in the planning and execution of campus event and trips including Alternative Fall/Spring Breaks · Engaging in, communicating with, and cultivating relationships with 10+ Non-Profit and other organizations to arrange partnerships and volunteer opportunities for students

Marketing Student Assistant | Center for Career & Leadership Development

Jan. 2023 - Sep. 2023

Leading and drafting digital communications to the student body (≈4,000 or more) through techniques such as social media and newsletters · Assisted with office operations and communicated with clients and staff both orally and written · Managed communications with students and promotional campaigns through content development in platforms such as Canva and the Adobe Creative Cloud · Retained and communicated information about platforms and service provided, used and taught in this department

Organizational Positions

ACCN'Cuse Production Team | Social Media Team

Co-Director

August 2025 - Present

National Society of Leadership and Success | MGA Chapter

Publicity Chair

January 2024 – May 2025

Alternative Service Breaks | Middle Georgia State University Office of Greek Life & Community Service

Lead

January 2024 – May 2025

EDUCATION

Master's of Science, Public Relations conc. Sports Media Communication

Syracuse University | S.I. Newhouse School of Public Communication

May 2026

Bachelor of Arts, New Media and Communication conc. Sports Media Communication

Middle Georgia State University | School of Arts and Letters

May 2025

SKILLS

Associated Press (AP) Writing Style
Administrative or Clerical
Adobe Acrobat
Adobe Illustrator

Adobe InDesign
Adobe Photoshop
Adobe Premier Pro
Digital Content Design

Press Release Writing/Editing
Public Speaking
Social Media Management
Written Communication

AWARDS

Outstanding Leadership Service

- Campus Activities Board (2024, 2025)
- Student Editor Intern (2025)
- Student Assistant (2025)

CONFERENCES

MGA Student Leadership Conference

- 2023 Panelist | Student Leadership Outcomes and Applications
- 2025 Presenter | Volunteering Your Way to Leadership

MGA Undergraduate Conference

- 2023 Panelist | Collaborative Communication within the Classroom