

# Cayden Olson

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## EDUCATION

**Orange Coast College** – Costa Mesa, CA

*Business Administration Major* | June 2024 – Present

Relevant Coursework: Business Communication, Calculus II

**Palos Verdes Peninsula High School** – Palos Verdes, CA

*High School Diploma* | June 2024

## KEY SKILLS

**Tools:** Word, Excel, PowerPoint, Google Docs

**Platforms:** Vanguard, Robinhood

**Hard Skills:** Cash Handling, Auditing, Data Recording, Customer Transactions

## WORK EXPERIENCE

**JPMorgan Chase & Co. – Bank Associate**

Rancho Palos Verdes, CA | December 2025 – Present

- Provides professional, friendly client service in a fast-paced branch environment, ensuring accurate and efficient transactions.
- Completes deposits, withdrawals, payments, and account support while following bank procedures, security standards, and confidentiality guidelines.
- Balances cash drawers, maintains detailed records, and assists with opening and closing responsibilities.
- Resolves client questions and concerns promptly, escalating complex issues to maintain service quality and trust.
- Collaborates with team members to reduce waiting times and promote digital banking tools.
- *Applied skills:* Utilized strong attention to detail and cash-handling accuracy to ensure compliance with banking standards, while applying professional communication and problem-solving skills to deliver reliable client service in a high-volume environment.

**Jersey Mike's Subs – Crew Member**

San Pedro, CA | July 2023 – December 2025

- Delivered high-level customer service, contributing to consistent 5-star customer satisfaction ratings.
- Built strong customer relationships to encourage repeat business.
- Processed cash and credit card transactions accurately with minimal errors.
- Collaborated with teammates to streamline daily operations and meet shift deadlines.
- Increased sales and customer loyalty by promoting add-ons, the Rewards Program, and mobile app downloads.
- Demonstrated flexibility by supporting additional responsibilities during peak hours and staff shortages.

- *Applied skills:* Applied teamwork, time management, and adaptability to maintain efficient operations during peak hours, while using communication and sales skills to enhance customer experience and drive repeat business.

## **LEADERSHIP & ACTIVITIES**

### **Coast Investment and Financial Association – Club Leader**

Costa Mesa, CA | September 2025 – Present

- Organized and led meetings focused on financial literacy, investing fundamentals, and budgeting strategies.
- Mentored peers through collaborative discussions and real-world financial simulations.
- Built relationships with professionals and alumni to support networking and career development opportunities.
- *Applied skills:* Demonstrated leadership and communication skills by facilitating group discussions, mentoring peers, and translating financial concepts into practical, easy-to-understand examples.

### **Volunteer Program – STEM Workshop Assistant**

Costa Mesa, CA | April 2025 – May 2025

- Supported coordination of community STEM workshops and educational events.
- Assisted participants with hands-on experiments, demonstrating patience and clear communication.
- Helped create an inclusive, engaging learning environment that encouraged curiosity and collaboration.
- *Applied skills:* Used clear communication, patience, and teamwork to support participants with varying skill levels and ensure a positive, collaborative learning experience.

### **Career Launch Certificate Program**

Costa Mesa, CA | October 2024 – November 2024

- Completed a career readiness program focused on professional branding, interviewing, and workplace communication.
- *Applied skills:* Strengthened professional communication and self-presentation skills through mock interviews, resume development, and workplace scenario training.