**Amelia D. Florence**

7654 Sample St.

Washington DC, District of Columbia 20005 United States

Mobile: 4044144243

Email: adflorence@calltoserve.edu

**Work Experience:**

**Administrative Intern**

**Call to Serve University, College of Social Science**

123 Main St.

Washington DC, DC

**9/2021 - 5/2022**

**Salary:**$11.37 USD Per Hour

**Hours per week:**20

**Duties5, Accomplishments and Related Skills:**

- Answered student questions and directed them to appropriate university resources via email and over the phone.  
- Managed appointment requests to ensure effective use of time and checked in all guests to ensure accurate appointment metrics.  
- Cleaned and maintained the office space ensuring a presentable and welcoming environment for all students, staff, and guests.  
- Drafted multi-media content for monthly student outreach emails.

**Supervisor:**Sue Smith (9876543210)

**Okay to contact this Supervisor:**Yes

**Educational Program Intern**

**Refugee Resource Center**

234 Main St.

Washington DC, DC

**9/2020 - 5/2021**

**Salary:**$10.00 USD Per Hour

**Hours per week:**20

**Duties, Accomplishments and Related Skills:**

- Helped to onboard new volunteers and organize volunteer schedules to meet program needs.  
- Took notes for weekly program management meetings and learned about the program budget, policy changes, and grant applications.  
- Wrote program resource inventory report weekly to track usage rates and restocking needs for program managers.

**Supervisor:**Ruth Reese (8765432109)

**Okay to contact this Supervisor:**Yes

**Educational Program Volunteer**

**Refugee Resource Center**

345 Main St.

Washington DC, DC

**9/2019 - 5/2020**

**Salary:**$0.00 USD Without Compensation

**Hours per week:**10

**Duties, Accomplishments and Related Skills:**

- Supported English language development of recently resettled refugees between 6-10 years of age through play and academic tutoring.  
- Maintained a consistent volunteering schedule to build relationships and provide reliable support.  
- Helped to transition support from in-person to a virtual environment to ensure the program could continue during the pandemic.

**Supervisor:**Mara Munch (7654321098)

**Okay to contact this Supervisor:**Yes

**Team Member**

**Community Market**

456 Main St.

Washington DC, DC

**9/2018 - 8/2019**

**Salary:**$12.00 USD Per Hour

**Hours per week:**16

**Duties, Accomplishments and Related Skills:**

- Maintained a clean and organized sales floor to ensure positive guest experience.  
- Processed over 35 guest transactions per shift quickly and accurately to exceed sales expectations.  
- Communicated effectively with management, co-workers, and guests daily, both verbally and via email.

**Supervisor:**Mark Ettes (6543210987)

**Okay to contact this Supervisor:**Yes

**Education:**

**Call to Serve University** Washington DC, DC United States

Master's degree 5 / 2024

**GPA:**3.8 of a maximum 4

**Credits Earned:**18 Semester Hours

**Major:**International Development

**Call to Serve University** Washington DC, DC United States

Bachelor's degree 5 / 2022

**GPA:**3.5 of a maximum 4

**Credits Earned:**120 Semester Hours

**Major:**Global Studies **Minor:**French

**Relevant Coursework, Licenses and Certifications:**

- Peace Corps Prep Program Certificate - Study Abroad: International Development in Senegal, Summer 2021

**Language Skills:**

French

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| Spoken | Advanced |
| Written | Advanced |
| Read | Advanced |

**References:**

Sue Smith   (\*)

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| --- | --- |
| Employer | Call to Serve University |
| Title | Administrative Assistant |
| Phone | 9876543210 |
| Email | ssmith@calltoserve.edu |

Ruth Reese   (\*)

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| --- | --- |
| Employer | Refugee Resource Center |
| Title | Educational Program Manager |
| Phone | 8765432109 |
| Email | rreese@rrc.net |

(\*) Indicates professional reference