

Dedicated information professional with 10+ years of experience fostering positive learning environments and a passion for equity and access. Leveraging my upcoming Master of Library and Information Science (MLIS), I'm eager to contribute my skills in information organization, research instruction, and technology integration in a cataloging and metadata role.

KEY SKILLS AND ABILITIES

Cataloging & Classification	Process Improvement & Development	Documentation & Training
Complex Problem Solving	Project Management	Information Organization
Data Analysis	Strong Oral & Written Communication	Intergrated Library Systems

EXPERIENCE

Columbus State Community College | August 2023 - Present

Circulation Specialist

Provides exceptional customer service, handling inquiries from technology assistance to reader recommendations and basic reference needs. Manages collection maintenance, utilizing Dewey classification through activities like shelf-reading, weeding, and addressing material-related issues for an organized and efficient library collection. Actively engages in college-wide committees, such as the Library social media team, MLK Day of Service Planning committee, and ILS migration. Contributes to streamlined library operations by creating book cards, displays, and processing OhioLINK items. Proficient in Sierra, Microsoft Office Suite, OhioLink, and Springer.

Columbus Metropolitan Library | July 2021 - July 2023

Customer Service Specialist

Implemented a customer-first approach to provide proactive support for customers, addressing technology concerns, account inquiries, reader recommendations, basic reference, and personal tasks. Resolved customer account disputes through interviews, account analysis, effective communication, and negotiation. Ensured the integrity of the library collection by performing tasks such as cleaning, shelf-reading, and problem-solving with library materials. Utilized the library system to process reports, ensuring the timely update of library materials and supporting the efficient flow of resources. Co-led the Southeast branch Restorative Justice initiative. Proficient in LEAP, Polaris, Communico, and Smart Money Manager.

A+ Academy | June 2020 - July 2021

Assistant Director

Ensured compliance with established standards for the efficient operation of daycare facilities while fostering positive relationships with families. Contributed to the daycare's advancement in Ohio's Step Up to Quality program. Demonstrated leadership by managing, training, and guiding a diverse team. Cultivated effective communication skills through informing families about policy changes, addressing concerns, and proactively resolving issues. Prioritized user satisfaction through positive interactions with families and the implementation of best practices. Completed training in areas such as managing societal influences, fostering positive relationships, and curriculum development—transferable skills applicable to supporting library operations.

Americorps - I Know I Can | August 2019 - July 2020

Ohio College Guide

Provided career and college advising to 900+ high school students through one-on-one sessions, electronic communication, and classroom presentations. Surpassed organizational goals by effectively utilizing databases like College Path, Naviance, and Infinite Campus for data management. Engaged in three service projects and attended AmeriCorps professional development sessions, focusing on cultural competencies, addressing educational inequality, and implementing best practices for college access.

EDUCATION

Dominican University | Expected 2024

Master of Library and Information Science
Certificate in Library & Information Center
Administration

Ohio State University | 2019

Bachelor of Arts in English
Minor in African and African American
Studies