**Nicole Umphenour**

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(817) 343-9377

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***Experience***

**Summer Conference Office Assistant***University of Texas at Arlington, Arlington, Texas May 2016- August 2016*

* Submit and follow up to see if work orders were completed
* Complete key packets for upcoming camps
* Answer questions and phone calls
* Organize and clean the office
* Complete other tasks that are assigned
* Provide customer service
* Make sure policies are being followed
* Multi task and solve problems quickly and efficiently

**Resident Assistant***University of Texas at Arlington August 2014-May 2015, October 2015-May 2016*

* Oversee over 30 residents in a co-ed residence hall
* Build community within the floor and building by implementing educational and social programs
* Manage budget per semester for implementing programs
* Connect with parents of students and prospective freshmen with available resources across campus
* Attend to front desk operations- check out equipment, lock outs, and promote events
* Document policy violations and follow up as necessary
* Participate in On-Call rotation- checking security of the building, responding to emergencies, and working with campus police
* Communicate information to administrators and On-Call professional staff
* Resolve conflicts between roommates and other residents of the hall

**Office Assistant***University of Texas at Arlington, Arlington, Texas August 2015-October 2015*

* Answer phone calls and returned messages
* Provide customer service when needed
* Complete key audits- tracking missing keys and ordering new keys
* Organize and distribute mail
* Complete administrative tasks provided by supervisor

**Trained Group Leader/Substitute Leader**

*Clayton Yes: A Non-profit Organization**May 2013-August 2013*

* Watched over children to ensure safety and promote program values
* Create weekly lesson plans
* Supervise and monitor children during field trips

***Essential Skills***

* Works well with other people and with solo work
* Dependable and dedicated
* Uses time efficiently
* Organized and creative

***Education***

* **BSW Social Work** (Program started Summer 2015)

Notable classes: Professional Technical Communications

University of Texas at Arlington

Anticipated Graduation Date: December 2017

***Organzations:***

* Intervarsity

***References***

Sadaf Anet- Supervisor

Email: [sadaf.anet@uta.edu](mailto:sadaf.anet@uta.edu)

Patrick Miller: Supervisor

Email: [patrickm@uta.edu](mailto:patrickm@uta.edu)

Kirstin Coffman: Supervisor

Email: [kirstin@uta.edu](mailto:kirstin@uta.edu)

**Class Schedule Fall 2016**

**Class: Time:**

Children’s Literature Mon/Wed/Fri 9:00 AM – 9:50 AM

Social Work Children and Families Mon 7:00 PM – 9:50 PM

Social Work Statistics Tues 8:00 AM – 10:50 PM

Social Work Practice III Tues/Thurs 11:00 AM – 12:20 PM

Social Work Personal Relationship Thurs 8:00 AM – 10:50AM

**\*Available to work anytime outside of class time\***