

Dedicated professional who supports educational, research, and organizational initiatives that build awareness and deliver positive environmental impact. Highly adaptable with a versatile skill set that includes records management, reporting, and data analysis.

## Key Skills

Microsoft Office Document Preparation & Editing Administrative Operations	Customer Service Research, Analysis, & Reporting Data Entry	ArcGIS Records Management Google Suite
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## Education

**BA in Environmental Studies & Sustainability with Biology Minor** | MERRIMACK COLLEGE | North Andover, MA | 2016

## Professional Experience

**Ranger I - MA State House** | MASSACHUSETTS DEPARTMENT OF CONSERVATION AND RECREATION | Boston, MA 01/18/21 – Present

- Designated dispatcher - contact adequate emergency response depending on reported situations.
- Prioritize calls by importance or urgency.
- Maintain dispatch log database entries and computer equipment.

**Ranger I** | MASSACHUSETTS DEPARTMENT OF CONSERVATION AND RECREATION | Stoneham, MA 05/08/17 – 10/31/20

- Delivered public education on conservation. Identified native plants, conducted improvised presentations, facilitated programming, and resolved inquiries about the local biosphere.
- Ensured conservation of natural resources through regular park patrols, regulation enforcement, customer engagement, and collaboration with local law enforcement.
- Deescalated customer concerns during emergencies in support of crisis management activities.

**Project Development Intern** | UNITED SOLAR ASSOCIATES | Malden, MA 09/28/2016 – 01/01/2017

- Collaborated with senior team members in design, proposal, and marketing of solar energy systems.
- Prepared documentation in support of the permitting process and ensured positive client relationships.
- Earned two-month extension on internship in recognition of outstanding performance and service delivery.

**Climate and Energy Intern** | HARRIS MILLER MILLER & HANSON INC. (HMMH) | Burlington, MA 01803 09/21/2015 – 11/30/2015

- Researched, analyzed, and reported on climate and energy challenges within the transportation industry.
- Contributed to solar feasibility studies for US airports. Assessed existing policies, estimated financial impact, and prepared documentation.

**Whale Watch Research and Education Intern** | BLUE OCEAN SOCIETY | Portsmouth, NH 6/01/2015 – 8/30/2015

- Observed, recorded, and reported on marine mammal behavior with memorized ethogram abbreviations.
- Promoted conservation efforts through delivery of educational presentations in marine biology. Identified species, provided demonstrations on marine ecosystems, and resolved guest inquiries.
- Supported nonprofit activities, to include beach cleanups, special events, and merchandise sales.

## Additional Experience

**Cashier** | RITE AID | Haverhill, MA 09/12/2009 – 05/07/2017

- Contribute to daily sales and service operations, to include customer service, transaction processing, product recommendation, inquiry resolution, merchandising, and inventory support.