

Chloe A. Morgado

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PROFESSIONAL EXPERIENCE

University of Massachusetts Residential Life Department

January 2023 - Present

Assistant Resident Director

Amherst, MA

- Responsible for managing and overseeing four residence halls on the UMass Amherst campus, including 900 students.
- Promote and strongly encourage multicultural and diversity awareness programs for undergraduate staff and resident student development.
- Managed crises and sat as a mediator during student conflicts or disciplinary action.
- Fulfilling positive relationships provides excellent service and accurate information when responding to student, parent, and staff concerns.

University of Massachusetts Pre-College Program

May 2024 - September 2024

Residential Life Coordinator

Amherst, MA

- Managed housing contracts, cancellations, billing, fees, and financial processing.
- Developed and executed various housing processes, including annual resident arrivals, departures, damage assessment, applications, room changes, assignments, inventory reports, and work order processes.
- Coordinated, updated, administered, and managed the management database.

Town of Palmer

May 2023 - September 2023

Town Clerk

Palmer, MA

- Provided public records, information, and explanation of Town ordinances.
- Assisted with the processing of various licenses.
- Registered births and deaths, as well as issued burial permits.
- Organized and kept all Town records.

Law Office of Daniel Walsh

May 2022 - September 2022

Legal Assistant Intern

Plymouth, MA

- Receive all judicial correspondences, including notices of hearings, post-conviction, and various other motions, emergency warrants, and violation warrants, enter and organize them into our system, and send them electronically to the appropriate party.
- Prepare new case folders with demographic information and assign case- managers to cases.
- Calendar hearing dates and depositions with the defense on legal software and prepare a notice of hearings and depositions for clients.
- Keep and organize office information, receivables and collectibles, insurance, and tax paperwork in appropriate files and order.

University of Massachusetts Residential Life Department

August 2021 - December 2022

Resident Assistant

Amherst, MA

- Provided guidance, support, and resources to a residential community of 64 students, fostering a safe and inclusive living environment.
- Organized and facilitated educational, social, and cultural programs to promote community building and student engagement.

- Acted as a first responder for crises, addressing conflicts, mental health concerns, and emergencies with professionalism and confidentiality.
- Enforcing UMass Amherst residential policies and procedures while promoting a culture of respect and accountability.

University of Massachusetts Bursar's Office

February 2021 - November 2021

Customer Service Representative

Amherst, MA

- Responsible for replying to incoming emails and phone calls and referring assistance when needed.
- Working closely with the Bursar and Tellers to perform tasks and projects.
- Auditing payments and billing systems to ensure accurate numerical information.

Rockland Trust Bank

May 2019 - January 2021

Teller I

- Supervised and conducted teller transactions while completing complex transactions for high-volume banking operations.
- Engaged and assisted customers with banking needs via knowledge of banking products and best practices.
- Accurately record each transaction to ensure all documentation and paperwork comply.
- Handled large sums of money in a cash drawer and was responsible for counting and balancing daily.

The Borgen Project

January 2021 - April 2021

Political Affairs Intern

Washington, D.C. - Remote

- Advocated for global poverty reduction by engaging with elected officials, drafting advocacy letters, and organizing grassroots outreach campaigns.
- Research and analyze legislation, international policies, and poverty-related issues to inform advocacy efforts and contribute to blog posts and reports.
- Collaborated with a remote team to plan and execute projects, ensuring alignment with organizational objectives and advocacy priorities.
- Assisted with fundraising initiatives, developing creative strategies to meet donation goals and increase financial support for the organization.

Bristol County District Attorney's Office of Massachusetts

June 2019 - August 2019

High School Part-Time Summer Intern

New Bedford, MA

- Assisted office staff with administrative tasks, including organizing case files, managing records, and preparing legal documents to support ongoing investigations and trials.
- Observed court proceedings and legal processes, gaining firsthand experience in the criminal justice system's operations.
- Provided general office support, such as answering phones, delivering documents, and maintaining confidentiality in all tasks.
- Developed strong organizational and communication skills while working in a fast-paced, professional legal environment.

Whole Foods Market

August 2022 - March 2023

Produce Stocker

Hadley, MA

- Monitored inventory levels and communicated with management to replenish stock efficiently and minimize waste.
- Delivered excellent customer service by assisting shoppers with product inquiries, dietary needs, and recommendations.
- Maintained a clean, organized, and visually appealing produce department by stocking, rotating, and merchandising fresh fruits and vegetables.
- Followed all safety and sanitation guidelines, including proper handling and storage of produce to maintain quality.

The Toy Box

December 2023 - June 2024

Customer Service Representative

Amherst, MA

- Provided exceptional customer service by assisting shoppers with product selection, answering inquiries, and offering personalized recommendations.
- Ensured a welcoming and engaging shopping experience, catering to children and families while addressing their needs and preferences.
- Operated the point-of-sale system to process transactions, handle returns, and manage gift-wrapping services accurately and efficiently.
- Maintained an organized and visually appealing store by restocking shelves, arranging displays, and monitoring inventory levels.

University of Massachusetts Recreation Center

January 2021 - May 2021

Lifeguard and Swim Instructor

Amherst, MA

- Ensured the safety of patrons by monitoring the pool area, enforcing facility rules, and responding swiftly to emergencies with certified lifesaving techniques.
- Conducted swim lessons for undergraduate and graduate students, designing personalized lesson plans to develop water safety skills and swimming proficiency.
- Collaborated with team members and management to promote a welcoming and inclusive environment for all recreation pool users.

City of New Bedford Parks and Recreation

May 2018 - September 2020

Head Lifeguard and Swim Instructor

New Bedford, MA

- Supervised a team of lifeguards at public beaches, ensuring the safety of patrons by enforcing water safety rules, monitoring conditions, and responding promptly to emergencies.
- Trained and mentored lifeguard staff, leading regular safety drills, skill assessments, and team meetings to maintain readiness and professionalism.
- Conducted swim lessons and water safety programs for children, adapting instruction to various skill levels and beach environments.
- Assessed and managed beach hazards, including rip currents, weather changes, and marine life, ensuring quick communication of safety updates to the public.

YMCA of New Bedford

January 2017 - September 2020

Head Lifeguard and Swim Instructor

New Bedford, MA

- Supervised and coordinated a team of lifeguards to ensure the safety of patrons in and around the pool area, maintaining compliance with YMCA and safety protocols.

- Led swim instruction for individuals and groups of all ages and skill levels, designing customized lesson plans to teach water safety, swimming techniques, and confidence-building skills.
- Monitored pool conditions, conducted water quality tests, and maintained aquatic equipment and facilities properly.
- Conducted staff training, including emergency response drills, CPR refreshers, and regular evaluations to maintain a high standard of readiness and performance.

EDUCATION

University of Massachusetts - Amherst

Fall 2020 - Present

Bachelor of Arts in Political Science and Legal Studies

Fall 2022

Master of Arts in Political Science

Spring 2024

Master of Science in Data Analytics and Computational Social Sciences

February 2025

Master of Public Policy and Administration

In Progress

- Awards: Commonwealth Policy Fellowship, UMass Amherst Undergraduate Dean's List, James J. Karam Presidential Scholarship, John A. & Andreas Gounaris Memorial Scholarship, Elias H. & Sophie Raymond Memorial Scholarship, Jonathan Oliveira Memorial Scholarship, Grimshaw & Gudewicz Charitable Foundation, Irving and Lillian Kline Family Scholarship, Prince Henry Society Chapter of New Bedford Scholarship
- Leadership: Vice President for UMass Students for Reproductive Justice (2022), Panhel Title IX Committee Founder (2021), Sigma Delta Tau DEI Committee Chair Founder (2021), Sigma Delta Tau Housing Manager (2020 - 2021), UMass Amherst Residential Life Curriculum Committee Co-Chair (2023)

TEACHING EXPERIENCE

University of Massachusetts Department of Political Science and Legal Studies

Teaching Assistant - LEGAL 250: Intro to Legal Studies

Spring 2024

- Led weekly discussion sections for 60+ students across three groups, facilitating in-depth conversations on key concepts in legal theory, case analysis, and the role of law in society.
- Assisted the professor with curriculum delivery by creating lesson plans, preparing classroom materials, and reinforcing lecture content through structured activities.
- Provided individualized academic support to students during office hours, offering guidance on assignments, exam preparation, and critical thinking strategies.
- Graded essays, exams, and other coursework, ensuring consistency and fairness in evaluation while providing constructive feedback to support student learning.
- Managed classroom dynamics by fostering an inclusive environment that encouraged participation and respectful debate on complex legal issues.

University of Massachusetts Residential Life Department

Spring 2023 - Present

Lead Instructor - EDUC 391R: CORE Creating Opportunities for Residents to Engage

- Instructed one section of a 1-credit course designed to prepare students for Resident Assistants or Peer Mentors roles, facilitating two hours of in-person class per week for eight weeks.

- Oversaw course management, including grading, curriculum delivery, and use of Canvas for instructional materials and student communication.
- Provided mentorship and guidance to up to two Student Co-Facilitators, offering feedback and support to enhance their instructional skills.
- Participated in instructional team meetings to align course goals, share best practices, and collaborate with colleagues to improve student engagement.
- Demonstrated commitment to fostering inclusive, socially just educational environments consistent with university and department policies.

RESEARCH EXPERIENCE

University of Massachusetts Department of Political Science and Legal Studies

Research Assistant - Dr. Justin Gross “Framing Ideologies”

Fall 2021 - Spring 2024

- Conducted human coding of political texts to analyze the framing of ideologies, ensuring consistent and accurate data classification for qualitative and quantitative analysis.
- Trained and supervised undergraduate research assistants in coding protocols and research methodologies, fostering a collaborative and productive research environment.
- Assisted in data collection, integrating human-coded data with computational analyses for interdisciplinary research projects.
- Collaborated with Dr. Justin Gross and other team members to explore innovative approaches in the study of political communication and ideological framing.

COMMUNITY AFFILIATIONS

- South Coast of Massachusetts Youth Courts
- National Honor Society
- New Bedford NAACP
- UMass Amherst NAACP
- Sigma Delta Tau Sorority
- For the Kids Baystate State Hospital Campaign
- Amherst Survival Center
- Safe Passage of Northampton
- The Women’s Shelter of New Bedford
- Center of Women and Community of UMass Amherst
- Hospice of the Fisher Home
- Amherst Women’s Club
- Order of the Omega Honors Fraternity

OTHER

- **Technical Skills:** R, Python, Excel, Microsoft Suite, Salesforce, Oracle, Qualtrics, Slack, Piazza, Zoom, Asana, Google Suite, PowerPoint
- **Languages:** English (native), Portuguese (native), Spanish (intermediate)