

Stephanie Smith
4400 Massachusetts Avenue NW
Washington, DC 20016 US
Day Phone: 202-222-5555
Email: student@student.american.edu

Availability: **Job Type:** Permanent, Detail, Internships
Work Schedule: Full-Time

Work Experience: **Center for American Progress** **01/2014**
Washington, DC United States -
 Present
 Hours
 per
 week: 25

Research Intern

Supervisor: Steve Supervisor (202-222-2222)

Okay to contact this Supervisor: Yes

RESEARCH AND WRITING (90%)

- Conduct qualitative research on policy areas including government reform, healthcare, immigration and the economy. Utilize Lexis-Nexis, ProQuest, JSTOR and Google Scholar to find relevant articles and information on aforementioned topics. Draft and share written summaries of relevant research findings with one colleague for editorial and substantive feedback. Incorporate feedback and findings into an average of two weekly posts on ThinkProgress blog.

-Attend biweekly seminars and report releases on topics including healthcare and immigration. Provide written summaries of events to two internal staff for information sharing.

ADMINISTRATIVE SUPPORT (10%)

-Collaborate with two other interns to complete administrative tasks in support of five full-time employees. Answer phones, greet office visitors, complete data entry using Microsoft Excel, and sort and deliver mail.

-Record and share minutes of weekly team meetings, highlighting important information discussed and specific action items.

-Oversee office email inbox one day per week. Respond to an average of ten questions and comments from members of the public. Refer an average of 20 emails to staff as appropriate.

Davenport Coffee Lounge
Washington, DC United States

01/2014 -
Present
Salary:
10.00 USD Per
Hour
Hours per
week: 15

Barista

Supervisor: Sarah Supervisor (202-888-8888)

Okay to contact this Supervisor: Yes

CUSTOMER SERVICE (100%)

-Prepare products for and serve an average of 125 customers daily, using strong attention to detail to provide quality products. Maintain a working knowledge of more than 25 drink menu items to ensure quick, efficient service. Receive regular positive feedback from customers and management on product quality and speed of service.

-Communicate effectively with three colleagues per shift to ensure seamless operations and high customer satisfaction. Provide assistance to colleagues at other stations as necessary, including the cash register and back office support.

District Office of U.S. Representative Carolyn B. Maloney
New York, NY United States

05/2013
-
08/2013
Hours
per
week: 30

Intern

Supervisor: Shannon Supervisor (212-777-7777)

Okay to contact this Supervisor: Yes

CONSTITUENT AND COMMUNITY RELATIONS (60%)

-Utilized Facebook and Twitter to promote community events and increased the Congresswoman's social media followers by more than 350% by developing online relationships with local organizations. Developed advanced skill in the analytical functions of Facebook and Twitter, and used these data to improve online constituent and community outreach.

-Researched and responded to an average of 20 constituent questions daily on issues ranging from Medicare to veteran benefits. Conducted follow-up phone calls with constituents as needed. When appropriate, forwarded constituent concerns to the Congresswoman's Washington, DC office.

EVENT PLANNING AND COORDINATION (20%)

-Attended and provided logistical support for four community board meetings with more than 100 attendees. Set up and managed event registration tables with two interns; collaborated with on-site A/V staff to arrange and test microphones and PowerPoint presentation; served as point of contact for catering services; and addressed all logistical questions from attendees. Drafted and sent event summaries to three colleagues for information sharing.

ADMINISTRATIVE SUPPORT (20%)

-Prepared travel arrangements for three trips on behalf of two senior colleagues. Entrusted with office credit card, utilized online booking resources and confirmed arrangements with air and hotel staff.

-Staffed the front desk as needed, answering phones, greeting an average of four visitors daily and responding to general email inquiries.

Office of U.S. Representative Carolyn B. Maloney
Washington, DC United States

01/2013
-
05/2013
Hours
per
week: 30

Intern

Supervisor: Sally Supervisor (202-555-5555)

Okay to contact this Supervisor: Yes

ADMINISTRATIVE SUPPORT (70%)

-Oversaw the front desk twice weekly, greeting an average of 50 visitors daily and answering phones with a high degree of professionalism.

-Prepared Congressional Record entries, including news briefings, speeches, and interviews.

-Gained proficiency in and utilized Intranet Quorum (IQ) database daily. Logged constituent

mail in IQ, keeping track of constituent opinions on issues ranging from national security to education.

-Compiled news clips citing the Congresswoman's work from more than 25 local and national news sources. Sent clips to four colleagues and the Congresswoman daily.

-Completed basic data entry using Microsoft Excel and shared files with legislative assistants.

CONSTITUENT RELATIONS (20%)

-Responded to an average of 11 constituent questions daily via email and phone. Primarily handled questions and concerns regarding Medicare, Medicaid, veteran benefits and national security.

-Provided biweekly tours of the Capitol to constituents, enhancing public speaking skills in front of groups of 10-25 people. Developed knowledge of and relayed information about the Capitol building and the legislative process. Responded to a variety of constituent questions while on tours.

RESEARCH AND WRITING (10%)

-Conducted background research on topics including government oversight, procurement, national security and information policy. Utilized Library of Congress, ProQuest and JSTOR to conduct research. Drafted summaries for use by three legislative staff in meetings and memos to the Congresswoman.

District Office of U.S. Representative Carolyn B. Maloney
New York, NY United States

05/2012

-

08/2012

**Hours
per**

week: 20

Intern

Supervisor: Shannon Supervisor (212-777-7777)

Okay to contact this Supervisor: Yes

CONSTITUENT AND COMMUNITY RELATIONS (50%)

-Researched and responded to an average of eight constituent questions daily on issues ranging from veteran benefits to Medicaid. Provided effective, professional written and verbal responses to constituent questions and concerns.

-Attended community events, including town halls and press conferences. Drafted and shared written summaries of events with two staff members.

ADMINISTRATIVE SUPPORT (50%)

-Managed front desk operations on 1-2 days per week. Greeted an average of ten visitors daily, answered all phone calls and directed to appropriate staff and maintained a clean and professional work space.

-Developed an electronic filing system for four staff members. Scanned and saved more than 2,000 documents into organized folders. Received positive feedback from staff on this new, efficient system.

Corner Bistro
New York, NY United States

01/2010 -

08/2011

Salary:

5.50 USD Per
Hour

Hours per

Server

Supervisor: Scott Supervisor (212-333-3333)

Okay to contact this Supervisor: Yes

CUSTOMER SERVICE (90%)

-Provided table service to more than 50 customers and handled an average of \$750 nightly. Worked with a team of 12 colleagues to accurately place and serve orders, ensuring high customer satisfaction and repeat visits.

-Communicated effectively in English and Spanish to a diverse group of customers and staff. Demonstrated cultural competence with all customers and frequently recognized by supervisor for ability to meet the needs of a wide range of clientele.

TRAINING (10%)

-Selected to train three new servers on restaurant protocols and policies and customer service standards. Developed a shadowing method to enable new servers to quickly learn restaurant standards for timeliness, accuracy and speed. Offered open communication to encourage new servers to ask questions and present concerns about the position.

Education:

American University Washington, DC United States

Some College Coursework Completed 05/2015

GPA: 3.8 of a maximum 4.0

Credits Earned: 100 Semester hours

Major: Political Science

Relevant Coursework, Licenses and Certifications:

RELEVANT COURSEWORK:

Campaign Management Institute: Completed an intensive two-week program taught by strategists from the Republican and Democratic parties, national campaign consultants and political scientists. Participated in group seminars and campaign simulations to coordinate a successful political campaign. Developed a comprehensive campaign plan for an actual upcoming race with a group of five other students. Presented campaign plan to faculty and campaign professionals.

Politics in the United States: Studied the major philosophical concepts that shaped government in the United States. Conducted qualitative research using databases (Lexis-Nexis, JSTOR, and ProQuest) and completed two 15-page papers on contemporary political institutions.

Women and Politics: Studied the role of women as voters, citizens, candidates and leaders. Examined the role of women's organizations and movements in the expansion of political and legal rights. Conducted database research for and completed a 20-page final paper on Hillary Clinton's 2008 presidential campaign.

Congress and Legislative Behavior: Studied Congressional behavior, Congress as an institution, and the role of Congress in policymaking. Conducted field research on Capitol Hill, and completed a 15-page final paper analyzing the role of Congress in today's political environment.

Basic Statistics: Developed basic skills in quantitative methods, including descriptive statistics, statistical significance and confidence intervals. Utilized advanced functions in Microsoft Excel and beginner functions in SPSS.

Charles University Prague, Czech Republic
Some College Coursework Completed

Credits Earned: 15 Semester hours

Relevant Coursework, Licenses and Certifications:

STUDY ABROAD, September-December 2013

Completed 15 credits in European government and politics.

Language Skills:	Language	Spoken	Written	Read
	Spanish	Advanced	Advanced	Intermediate

References:	Name	Employer	Title	Phone
	Shannon Supervisor (*)	District Office of U.S. Representative Carolyn B. Maloney	District Representative	212-777-7777
	Steve Supervisor (*)	Center for American Progress	Research Manager	202-222-2222
	Sally Supervisor (*)	Office of U.S. Representative Carolyn B. Maloney	Legislative Assistant	202-555-5555

(*) Indicates professional reference

Additional Information:

CAMPUS AND COMMUNITY SERVICE

Outreach Coordinator, Kennedy Political Union, American University, Washington, DC, January 2013-present

-Promote annual political lecture series to more than 9,000 students using Facebook and Twitter. Utilize Facebook and Twitter analytics to evaluate the effectiveness of messages and make adjustments as necessary.

-Develop and maintain relationships with six student organizations on-campus to encourage cross-promotion of speaker events.

Editorial Reviewer, Clocks and Clouds, American University, Washington, DC, September 2012-May 2013

-Reviewed and provided constructive comments on three undergraduate journal submissions prior to publication. Shared feedback with student authors and two other reviewers and made determinations about the quality of submitted pieces.

Volunteer Tutor, DC Reads, Washington, DC, October 2011-May 2012

-Provided bi-weekly tutoring in English, social studies and math to groups of three students in an inner-city Washington, DC middle school.

-Developed individualized tutoring methods to meet the unique learning needs of each student. Used games and activities to create enthusiasm for learning new concepts.

COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, and Outlook; Adobe Creative Suite (Photoshop, Illustrator, InDesign); SPSS; Google Analytics; Facebook; Twitter; WordPress; Intranet Quorum; JSTOR; Lexis-Nexis; ProQuest; Google Scholar