

Joy Nash

Customer Service Representative

718 59th Ave Fairmount Heights, MD 20743
Cell: (202) 669-2803
Home: (202) 548-2559
Joy.RNash7@gmail.com

Education

University of Maryland / B.S. Materials Science and Engineering *Expected May 2023, University of Maryland - College Park*

- College Park Scholars: Media, Self, and Society Student Teaching Assistant
- College Park Scholars student ambassador
- LSAMP Bridge Program member
- Black Engineering Society Freshman Committee Member
- FLEXUS Women in Engineering Program Alum.

Benjamin Banneker Academic High School

Diploma June 2018

- 3.96 GPA
- Awarded the Citizenship Award for completing over 500 hours of community service

Customer Service Experience

Terrapin Works / Lab Manager

UMD, College Park October 2019 – Present

- Provide customer service and assistance in equipment usage and producing computer aided designs
- Handle customer transactions
- Give tours to prospective students and clientele

Teen Aide / DC Public Library

Washington, D.C. 20019, January 2018 - August 2018

- Engaged with and assisted patrons in the use of library facilities
- Improved organization of library inventory by independently refiling materials and cataloging books in library systems
- Hosted library community events such as “Game Night”

United States Holocaust Memorial Museum / Tour Guide

Washington DC 20024, February 2017 - August 2017

- Held 45min. tours to museum patrons, including military personnel & government officials; presented the historical information on exhibit
- Conducted research on historical and social issues

Leadership & Organizational Experience

College Park Scholars “Real Talk” Dialogue Group / Student Coordinator

UMD College Park February 2020 - Present

- Coordinate and facilitate group discussions
- Outline group activities based on the current social and political campus climate
- Planned and participated in student outreach events

U.S. Court of Federal Claims / Intake Coordinator

Washington, D.C. 20439, June 2019 – August 2019

- Responsible for logging, filing, and updating legal documents pertaining to court cases made against the United States
- Assisted patrons with claim filings and paperwork
- Headed the redesign project for the Clerk’s Office workplace layout

Marion Barry Youth Leadership Program / Ward 7 Representative

Washington, DC 20019, June 2016 - March 2017

- Coordinated and executed community programs and activities
- Lead presentations and group projects
- Guided committee meetings

Skills

- Inventory Management and Organization
- Intake Analytics
- Public Speaking
- Proficient in Microsoft Word, Excel, and PowerPoint
- Proficient in SQL Programming