Shalea Williams

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SUMMARY

Capable and competent researcher with a vast educational background in literature and an extensive professional background in education, mentoring, and research. Seeking to continue studies in Comparative Literature and Philosophy.

EDUCATION

MEd, Instructional Design
Tiffin University, OH
Expected August 2026
GPA: 3.53

B.A., English – Creative Writing | Minors in Nonprofit Management and Women, Gender, & Public Policy
The Ohio State University, OH
August 2020 - May 2024
GPA: 3.12

Associate of Arts
Cuyahoga Community College, OH
June 2016 – May 2020
GPA: 3.86

PROFESSIONAL EXPERIENCE

Contract Worker
Upshift | Columbus & Cleveland, OH | November 2021 - December 2024

- Promptly and punctually fill staffing gaps at fast-paced and unfamiliar work environments on short notice
- Transition between hospitality roles encompassing customer service, cash-handling, cleaning, and event support
- Adhere to universal commercial kitchen rules while learning the varied operational standards for each workplace Administrative Assistant and Student Success Coach

Administrative Assistant and Student Success Coach
Cleveland Police Foundation | Cleveland, OH | March 2020 - January 2023

- Served as a Student Success Coach for high school participants
- Instructed learners on writing and research skills, overseeing capstone projects about critical community topics
- Designed and implemented digital college and career readiness curriculum using an LMS, supporting both synchronous and asynchronous learning

- Coordinated communication among students, families, program partners, and administrators
- Monitored engagement metrics and outcomes to evaluate program effectiveness and inform improvements

Fellow
Franklin County Auditor | Columbus, OH | January 2023 - August 2023

- Adhered to county procedures and guidelines while handling sensitive information
- Utilized retained knowledge to assist constituents with homestead applications and resolve issues
- Navigated complex internet and intranet software to verify and submit personal information
- Collaborated with other departments to complete prompt and accurate property transfers

Seasonal Retail Worker
Old Navy | Columbus, OH | January 2022 - April 2022

- Provided quality customer service by warmly greeting customers and promptly addressing customer inquiries and complaints
- Multitasked by completing fitting room tasks while helping customers select and try on items
- Accurately and efficiently performed inventory of stock

Seasonal Retail Worker
Target | Cleveland, OH | June 2022 - August 2022

- Created and consistently implemented the shoe department layout
- Recognized security risks and potential thefts and filled out a theft log
- Collaborated across departments to ensure that each customer has adequate help

Trainee
Cleveland Police Foundation | Cleveland, OH | May 2016 - May 2019

- Trained in various public safety sectors, including firefighting, EMS, and law enforcement
- Attended various personal development workshops, including goal setting and emotional intelligence
- Conducted and presented research on various Cleveland issues, including racial disparities in policing

Apprentice
Cleveland Center For Arts-Inspired Learning | Cleveland, OH | October 2019 - March 2020

- Participated in college and career preparation with a focus on entrepreneurship
- Studied the fundamentals of clothing construction and created a runway look
- Engaged children in fashion design activities during volunteer events

Intern
Future Connections Inc. | Cleveland, OH | June 2019 - August 2019

- Participated in professional and personal development activities, including communication and interview skills
- Competed for work placement at the Cuyahoga Office of the Executive and Growth Opportunity Partners
- Presented research on various issues in Cuyahoga County, including infant mortality and the lead poisoning crisis

High School SAT/ACT Instructor
College Now | Cleveland, OH | January 2018 - June 2019

- Taught all SAT and ACT subjects to increase student comprehension and confidence
- Increased learners' scores by an average of 100 SAT and 3 ACT points
- Designed engaging lesson plans for interactive learning
- Demonstrated exceptional communication skills in explaining complex concepts

CERTIFICATIONS

- ❖ National Retail Foundation (2026)
- ❖ Northstar Digital Literacy (2026)
- ❖ Service Now (2026)
- ❖ CPR (2024)

AWARDS

- ❖ Morrill Scholarship (2020)
- ❖ Magnum Cum Laude (2020)
- ❖ Writer's Square Scholarship (2020)

MEMBERSHIPS

- tOSU- Morrill Scholars (2020-2024)
- National Honor Society (2017-2020)
- College Credit Plus (2017-2020)
- Chess Club (2016-2020)
- Book Club (2018)
- Tri-C - Multicultural Club (2018-2019)
- Tri-C - The Black Diamonds (2019)