

Chloe Jewel Patience Clarke

17093 Longview Drive, Smithfield, VA 23430

clarke84chloe@gmail.com

(757) 332-0033 | (757) 357-9121

SKILLS

- Proficiency in Business Database Programs (4 years)
- Proficiency in Microsoft Office and Google Suite (4 years)
- Attention to detail
- Advanced proficiency in Adobe Creative Suite, graphic design, and digital illustration (5 years)
- Presentation creation (3 years)
- Cash Handling (3 years)
- Teaching (2.5 years)
- Interpersonal communication
- Medical/Social Work office and terminology (1.5 years)
- Advanced proficiency in Clerical, Administrative support, and receptionist experience
 - Phone etiquette and Multiline phone systems
 - Organizational skills
 - Calendar management and Inventory management
 - Customer service, Data entry, and Typing - 47 wpm

EXPERIENCE

July 2021 – Present

RIVERSIDE LIFELONG HEALTH AND REHABILITATION | SMITHFIELD, VA

Receptionist

- Provided general clerical support for the department/facility, including reception, greeting visitors, customer service, and mail distribution amongst other tasks.
- Performed administrative support tasks such as proofreading, composing and sending simple letters and memos, and assisted in special events or projects when needed.
- Handled incoming telephone calls, determined the purpose of calls, and forwarded them to appropriate individuals; ensured that thorough written messages were taken and delivered in a timely manner.
- Monitored the ordering of supplies to remain within the operating budget, maintained proper stock levels of office supplies, and managed petty cash.
- Maintained a positive working relationship with all staff members to reflect the company's philosophy and values.

September 2021 – April 2022

SMITHSONIAN AMERICAN ART MUSEUM | WASHINGTON, DC

Advanced Level Program Intern

- (Two-semester structured program: hands-on museum area projects accompanied by weekly academic workshops and seminars. Fall Semester Assignment: Education Department; Spring Semester Assignment: Research and Scholars)

1. Education Department

- Assisted staff members with developing and preparing lesson plans and projects (focusing on art and history topics) for various museum outreach programs. These programs included distance learning classes prepared and presented to teachers and children in K-12 schools in the U.S. and beyond.
- Helped research new exhibits and topics that would benefit the general public.
- Engaged and educated the general public on modern art movements and trends.

2. Research and Scholars Center

- Aided staff members with administrative tasks related to the Museum's Advanced Level Internship Program and the Smithsonian Fellows program.
- Contacted museum staff members to schedule and arrange the weekly intern workshops.
- Served as the Intern Program student representative to the intern group, developing activities for the students and leading them in group meetings and discussions.
- Performed various administrative tasks, as needed, to assist the Intern Program Officer and her Program Assistant in facilitating successful program operations and museum education for the interns.

August 2020 – May 2021

VWU'S BATTEN STUDENT CENTER | VIRGINIA BEACH, VA
Receptionist

- Checked in visitors, distributed visitor badges, and managed logbooks to comply with security initiatives.
- Resolved customer problems and complaints.
- Responded to inquiries from callers seeking information.
- Supplied clerical support to company employees by copying, faxing, and filing documents.
- Kept reception area clean and neat to give visitors a positive first impression.
- Troubleshooting copy machines and printers and scheduled service as needed.

July 2020 - August 2020

PENINSULA FINE ARTS CENTER | NEWPORT NEWS, VA
Art Gallery Intern

- Navigated gallery visitors through the facility and delivered engaging talks on exhibitions to stimulate interest and facilitate sales.
- Photographed and cataloged diverse works to prepare for upcoming exhibitions.
- Assembled and enriched online gallery listings to draw international interest and promote works for sale.
- Refined gallery operations, customer service, and marketing skills to enhance gallery management knowledge.
- Supported safety and accuracy of shipments of works of art and curated collections.
- Managed all paper and digital documentation related to accessions, loans, transfers, and other collections-related transactions.
- Maintained detailed artwork descriptions and artist biographies in the central database to facilitate accurate information delivery to visitors.
- Energetically engaged with all stakeholders during events by tracking attendance, supervising volunteer staff, and welcoming guests

November 2017 - May 2018

THE LIGHTHOUSE: CENTER FOR EXPLORATION AND DISCOVERY | VIRGINIA BEACH, VA
Graphic Designer

- Designed and produced various materials for advertisement and marketing for the Center, including ads, web banners, flyers, posters, brochures, and concept designs for future use.
- Researched educational trends and audience development related to historic structures, museums, and educational facilities. Assisted staff in determining possible trends in collection presentation and visitor engagement. This research will optimize and update the Lighthouse Center's collection exhibitions, development and production of public programs, and the Center's educational materials.

May 2014 – July 2017

ART CENTER AT 319 | SMITHFIELD, VA

Assistant Art Instructor and Docent

- Promoted an exceptional customer experience that incorporates the Museum's ongoing visitor engagement and equity and inclusion work.
- Provided refunds, issued receipts, handled sales referrals, resolved customer complaints, packed packages, and informed customers of transactions.
- Pulled orders and assisted with packaging and mailing of eCommerce sales.
- Comprehended the museum's current exhibits and how they relate to merchandise.
- Assisted participating artists with preparations for the use of artists' studio spaces and practices for class presentations.
- Managed member contract records, artist, staff, program schedules, and business mailing lists.

EDUCATION

May 2021	Bachelor of Arts in Art <i>VIRGINIA WESLEYAN UNIVERSITY VIRGINIA BEACH, VA</i> Art
Expected May 2027	Master of Arts in Museum Studies <i>Johns Hopkins University's Advanced Academic Programs</i>

Professional References

- Rebecca Fulcher, Mentor, Smithsonian American Art Museum
FulcherR@si.edu, (202)633-8537
- Elizabeth Dale-Deines, Mentor/Supervisor, Smithsonian American Art Museum
DeinesE@si.edu, (202)633-4347
- Shelia Gwaltney, Mentor, Art Center at 319
(757)357-7707
- Sabrina Denson, Business Office, Riverside Healthy Living Community
sabrina.denson@rivhs.com, 757-357-3282 or 757-641-2589