

DELANTE CLARK

GRADUATE STUDENT



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tdelante.com

EDUCATION

Masters of Public Administration

Present

University of Central Florida | Orlando, FL

- GPA: 3.2/4.0
- Courses Taken:
 - Strategic Planning and Management | Managing Community and Economic Development
 - Analytical Techniques for Public Administration | Human Resource Management | public Administration in Public Processes
 - Public Organizational Management | Research Methods in Public Administration | Public Administration in Governance

Bachelors of Science - Political Science

May '24

Florida A&M University | Tallahassee, FL

- GPA: 3.8/4.0
- Summa Cum Laude

Associates of Arts

May '24

Florida A&M University | Tallahassee, FL

- GPA: 3.8/4.0
- Summa Cum Laude

Associates of Arts

Aug '23

Valencia College | Orlando, FL

- GPA: 3.4/4.0

PROFESSIONAL EXPERIENCE

Career & Professional Development Program Assistant

Oct '24 - Feb '25

Florida A&M University School of Law | Orlando, FL

- Assisted in organizing legal workshops and events for students and faculty.
- Coordinated communication between departments to streamline administrative processes.
- Scheduled meetings and managed calendars for program directors and staff.
- Responded to inquiries from students regarding program requirements and policies.
- Collaborated with team members to enhance the overall student experience at the law school.
- Assisted management with planning and logistics for program activities.

Undergraduate Research Assistant

May '23 - Apr '24

Florida A&M University | Tallahassee, FL

- Conducted literature reviews to support ongoing research projects.
- Assisted in data collection for experiments and surveys.
- Prepared reports summarizing research activities and results.
- Collaborated with faculty and peers on various projects.

Customer Service Supervisor

Oct '21 - Apr '22

KEY SKILLS

- Strategic Planning & Policy Analysis
- Research & Data Analysis
- Project Management
- Leadership & Team Supervision
- Public Speaking & Communication
- Customer Service Excellence
- Critical Thinking & Problem Solving

Accomplishments

- Developed the research database utilized by the Florida A&M University School of Pharmacy.
- FAMU/UCF Feeder Fellowship Scholar: Awarded due to exceptional academic performance, strong technology background, and significant research contributions.
- Recognized for outstanding undergraduate grades and dedication to advanced studies despite homelessness.
- Summa Cum Laude Graduate: 3.8 GPA
- Phi Sigma Theta Honors Society
- Dean's List: Spring 2024 (4.0 GPA), Fall 2023 (3.8 GPA)
- President's List: Spring 2023 (4.0 GPA), Fall 2022 (4.0 GPA), Summer 2022 (4.0 GPA), Spring 2022 (4.0 GPA), Fall 2021 (4.0 GPA)
- Rompes Barreras Award: Awarded for remarkable resilience and academic excellence despite hardship
- Phi Theta Kappa Honors Society

Presentations

University of Central Florida 2025 Public Administration Research Conference
Presented research on "The Importance of A.I. Regulation"

Papers

Reimagining Civic Education in the United States: A Synthesis of Policy, Practice, and Sociology (in progress)

Dial America | Orlando, FL

- Supervised daily operations of customer service team at Dial America.
- Trained new staff on company policies and customer interaction techniques.
- Monitored team performance and provided constructive feedback regularly.
- Resolved escalated customer complaints with effective communication skills.
- Collaborated with management to improve service strategies and processes.
- Conducted team meetings to discuss goals, updates, and best practices.

Mail Clerk

Jan '20 - Mar '20

Admiral Security | Tampa, FL

- Sorted and organized incoming mail for efficient distribution across departments.
- Maintained accurate records of mail deliveries and pickups daily.
- Assisted staff with inquiries regarding mail status and delivery times.

Student Loan Supervisor

Jan '17 - Mar '20

Wipro | Tampa, FL

- Supervised loan processing team to ensure compliance with company policies.
- Coordinated training sessions for new staff on loan procedures and systems.
- Mentored junior employees on best practices in loan supervision and customer service.
- Provided guidance and training to subordinate staff members regarding loan processing procedures.

Customer Service Supervisor

Jan '16 - Jan '17

Convergys | Tampa, FL

- Supervised daily operations to ensure team efficiency and productivity.
 - Managed employee schedules to optimize workforce availability and coverage.
 - Collaborated with upper management to implement process improvements.
 - Monitored team performance and provided feedback for skill development.
 - Enforced compliance with quality standards in customer service interactions.
 - Facilitated team meetings to discuss goals, challenges, and achievements.
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