

DELANTE CLARK

GRADUATE STUDENT



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tdelante.com

EDUCATION

Masters of Public Administration Present
University of Central Florida | Orlando, FL

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
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.

KEY SKILLS

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

Accomplishments

- Knights Research Scholar/Mentor
- 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.

Presentation Title: Empowering Communities Through AI: Bridging Research to Solve Complex Problems

The School Turnaround National Conference 2025

Chharlotte NC

Presentation Title: *Reimagining Civic Education in the United States: A Synthesis of Policy, Practice,*

- 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.

and Sociology

Papers

Reimagining Civic Education in the United States: A Synthesis of Policy, Practice, and Sociology. (Available on Google Scholar)

Urban Isolation in the Digital Age- Examining the Sociological Impact of the Digital Divide on Civic Life in U.S. Cities. (Available on Google Scholar)
