

# Diamond North

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320 Lunar Drive, Memphis, TN 38124

901-880-5532

## **EDUCATION Bachelor of Science in Biology and Chemistry**

University of Memphis, Memphis, TN

Minors: Criminology and Criminal Justice

Expected Graduation Date: May 2019

GPA: 3.49

## **RESEARCH Undergraduate Laboratory Assistant, Fall 2016**

- Prepared primers and polymerase reactions related to study of glioblastoma cancer cells
- Utilized gel electrophoresis and Polymerase Chain Reaction (PCR)
- Use of precise lab techniques to obtain desired reactions for bacterial DNA study

## **SKILLS** Microsoft Word, Excel, PowerPoint, Access, Adobe Photoshop, Photokey Pro

## **WORK Student Worker, March 2017- Present**

### **EXPERIENCE** Research and Info Services, McWherter Library, University of Memphis, Memphis, TN

- Assists patrons in finding resources, maintains supplies, and shelves select materials
- Manages guest logins and limited checkout items

### **Technical Representative II/Technical Representative I, April 2014 - July 2015**

Asurion, Inc. for DirecTV, Munford, TN,

- Handled multiple tasks simultaneously including analysis of customer problem, building rapport, minimization of customer frustration, step-by-step instruction, and sales of product protection plan via telephone interactions
- Won multiple awards for customer satisfaction, exceeding sales goals, and team hero (positive attitude) award

## **LEADERSHIP** President, Criminal Justice Student Association, September 2016 - Present

Treasurer, Criminal Justice Student Association, August 2015 - September 2016

Member, Pinnacle Honor Society, Spring 2017

Member, Omicron Delta Kappa Leadership/Scholarship Fraternity, March 2016 - Present

Member, LEAD Professional Connections Program, Spring 2016

Member, Honors Student Council, August 2015 - Present

## **ACTIVITIES** Member, American Society for Clinical Pathology, September 2016 - Present

Community Emergency Response Team, Munford, TN, March 2016 - Present Member,

Future Alumni of Memphis (Alumni Association), August 2015 - Present Member,

Student Chapter, American Chemical Society, August 2015 - Present Member, Adult

Student Association, August 2015 - Present

Member, Commuter Student Association, August 2015 - Present

Member, Up 'Til Dawn (St. Jude Children's Research Hospital) August 2015 - Present