

ORVELLE THOMAS
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EDUCATION

University of Tennessee, Knoxville <i>Knoxville, TN</i>	Master of Science, College Student Personnel Diploma Expected May 2024 Overall GPA: 3.90	Fall 2022 – Present
University of Louisville <i>Louisville, KY</i>	Bachelor of Science, Early Elementary Education Dual Certification: Learning and Behavior Disorders, Special Ed. May 2022 Overall GPA: 3.842	Fall 2019 – Spring 2022
Northern Kentucky University <i>Highland Heights, KY</i>	General Education Overall GPA: 3.688	Fall 2018 – Spring 2019

EXPERIENCE

University of Tennessee, Knoxville – Assistant Hall Director; Knoxville, TN (July 2022 - Present)

- Manage operations of a 656-resident suite-style hall, ensuring a smooth living experience.
- Co-supervise 14 resident assistants, conducting bi-weekly 1:1s and weekly staff meetings for effective team communication.
- Directly oversee 16 Office Assistants, handling recruitment, selection, training, evaluation, scheduling, and payroll management.
- Respond to emergency situations on campus through participation in an on-call rotation for seven residence halls.
- Advise the Residence Hall Council, managing a \$5,200 budget, and organize large- and small-scale events.

Winston-Salem State University – Housing Operations and Marketing Intern; Winston-Salem, NC (May 2023 – July 2023)

- Provided exceptional customer service, promptly addressing resident concerns and conducting satisfaction surveys.
- Managed day-to-day administrative operations, handling inquiries, processing applications, and maintaining records.
- Identified operational inefficiencies, proposing solutions to enhance overall residence hall operations.
- Utilized housing management software and digital marketing tools to streamline processes and improve efficiency.
- Actively participated in professional development opportunities to enhance marketing and operations skills.

Jefferson County Public Schools – Substitute Teacher; Louisville, KY (August 2021 - Present)

- Administered lesson plans, adapting teaching methods to fit the needs of each student.
- Supervised students in various environments, ensuring a positive learning climate and effective classroom management.
- Evaluated student understanding through assignments and provided additional instruction when necessary.
- Examined policies and explained emergency procedures, maintaining a safe learning environment.

University of Louisville – Community Hall Assistant; Louisville, KY (January 2020 – August 2021)

- Maintained a welcoming lobby environment, greeting individuals and addressing concerns.

- Assisted residents with lockouts, noise complaints, and roommate conflicts.
- Implemented and enforced hall policies, reporting violations and concerns to the hall director.
- Collaborated with the hall director and University Police to address safety concerns.
- Clarified questions or concerns at the front desk or desk phone.

LEADERSHIP EXPERIENCE AND ACTIVITIES

Campus Housing – *Resident Assistant; Louisville, KY*

Fall 2020 – Spring 2022

- Foster the development of relationships with over 30 residents each school year.
- Coordinate and implement educational and social programs for residents.
- Enforce policies and report violations to hall director and University Police.
- Interview and hire new Resident Assistants.

VP of Diversity and Equity Search – *Committee Member; Louisville, KY*

Spring 2021 – Spring 2022

- Examine candidates provided by Spelman Johnson search firm.
- Recommend candidates based on credentials and experience.
- Assist in determining the Vice President of Diversity and Equity at the University of Louisville.

Office of Admissions – *Orientation Leader; Highland Heights, KY*

Fall 2018 – Spring 2019

- Led campus tours in small groups and shared campus experience with students and families.
- Assisted students in registering for classes and applying for housing.
- Conducted phone calls to potential students to obtain status of attendance.