

# Zoe J. Smith

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## EDUCATION

**American University**, School of Public Affairs (SPA), Washington, DC May 2023  
Bachelor of Arts in Justice and Law, Certificate in Advanced Leadership Studies, Certificate in Community-Based Research

Honors: GPA:3.90, Dean's List Fall 2019, Spring 2020, Fall 2020, Spring 2021, Fall 2021, and Spring 2022 semesters, SPA Leadership Program, Community-Based Research Scholars Program (CBRS)

## EXPERIENCE

**Trans Lifeline**, Washington, DC

*Research Intern* May 2022-Present

- Support the #SafeHotlines campaign through increasing knowledge around LGBTQ+ and BIPOC people's interactions with police during suicide crisis interventions
- Gather, organize, and code sources for a collaborative literature review focused on the effects on the 988 mental health crisis line on LGBT and BIPOC people
- Facilitate constructive discussion about the importance of data privacy and surveillance during a crisis
- Collaborate with a team of 15+ peers and supervisors to build an extensive survey to further understand experiences with crisis hotlines

**National Air & Space Museum**, Washington, DC

*Explainers Program* Aug 2021-Oct 2022

- Advance my knowledge of educational programming and customer service interactions to foster a love of learning for people of all ages
- Provide museum patrons with in-person and virtual demonstrations about topics related to space exploration, physics, and aerospace history
- Create a meaningful interaction with over 200 visitors on average per shift

**Whittle School & Studios**, Washington, DC

*Teaching Aide and Extended Day Teacher* Mar 2021-Jun 2022

- Led students towards missions of cultural competence and civic engagement each day in support of an international education
- Personalized student success by focusing 1-on-1 attention on emotional regulation and classroom participation for Pre-K to 5th grade
- Facilitated constructive free roam and outdoor explorations that prioritized safety and student enjoyment both during and after school hours

## CAMPUS INVOLVEMENT

**School of Public Affairs Leadership Program**

*Committee Chair, Second-Year Teaching Assistant, First-Year Teaching Assistant* Aug 2020-Present

- Serve as a leader of leaders through action-based leadership teachings in both hard and soft skill areas
- Guide 5-10 students through both the project planning and implementation of a social action project of their choosing each year
- Foster conversations of personal and professional leadership growth during weekly meetings
- Encourage program interaction during social, professional, and academic-focused events

**Community-Based Research Scholars Program**, Washington, DC

Action Research Curriculum for High School Students, CBRS, American University Jul 2020-Oct 2020

- Created a 10 week curriculum about Community Action Research with fellow peers to bring to two public schools around DC
- Aspired to spread the knowledge of Community-Based Research practices to young people to inspire change in their own communities
- Allowed the group of students I worked with to edit the classes their school offers to improve attendance and school enjoyment

## SKILLS/CERTIFICATIONS

- Certificate: Collaborative Institutional Training Initiative (CITI Program) in human research (2019-2022)
- Skills: Microsoft Office: *proficient*, LinkedIn *Certified*, Qualtrics: *proficient*, R/R-Studio: *proficient*