

Neive Munrei Ara-is

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Education

Old Dominion University | Norfolk VA

Bachelor's Degree of Science in Biology

Skills

- Customer Relations
- Reference Assistance & Database Searching
- Basic Computer Troubleshooting
- Proficiency in Microsoft Office

Relevant Experience

Old Dominion University Library | Norfolk, VA

Jan 2023-Present

Learning Commons Library Specialist

- Worked in conjunction with other workers and supervisors to service patrons and maintain order at the help desk in a supervisory position in a manager's absence.
- Aiding library staff with data compilation and data verification in relation to the Help Desk's maintenance and patron account information.

Old Dominion University Library | Norfolk, VA

May 2022-Dec 2022

Learning Commons Help Desk Student Worker

- Worked in conjunction with other workers and supervisors to service patrons and maintain order at the help desk.
- Performed required duties in relation to Help Desk functions such as collecting fines, creating, and updating patron records, managing book and equipment returns and check-outs properly, and directing patrons to the proper services for issues outside the scope of the Help Desk.
- Effectively assisted patrons with navigating the library's databases and other online reference materials and assist patrons regarding general research inquiries and connect them with the proper research librarian for in-depth research.
- Performed routine library functions such as checking out books and other reference materials, reshelving materials, assisting with Interlibrary Loans, and assisting patrons with inquiries through the phone.
- Offered technical support for patrons with computer software inquiries and directed patrons to ITs for further technical issues.

Additional Experience

Norfolk Animal Care Center | Norfolk, VA

October 2021-October 2022

Volunteer

- Worked in conjunction with other volunteers and shelter staff to maintain a clean environment for the animals and facilitate the animals' interactions with the visitors. Performed required tasks such as maintaining the supply of clean bedding and other amenities for the whole facility, and maintaining the cleanliness of all habitat items that are in use.
- Efficiently maintained the cleanliness of the various habitats of the animals, maintained the animals' needs, and facilitated animal interactions.

Research | Norfolk, VA

August 2022-November 2022

Project Coordinator

- Provided project management including data collection, compilation, and analysis, analytical data review, and technical report writing.
- Maintained and enforced scheduled meeting times for routine progress checkpoints.