

ZANIYA WILLIAMS

Baltimore, MD | zaniyawilliams1721@gmail.com | 410-900-6980

EDUCATION

Towson University

Bachelor of Fine Art in Illustration

2021-present

CERTIFICATES

Certificate in Business - Administrative Support
(2025)

State Food Handler Certificate (2025)

Certificate in Business - Customer Service Skills
(2025)

SKILLS

- Intermediate Spanish; can read, write, and somewhat listen and speak
- Expert customer service and sales skills
- Excellent verbal and communication skills
- Proficient in Microsoft 365 & Microsoft Office: Word, Outlook, & Excel
- Proficient in English language & writing
- Proficient in clerical and office work and equipment
- Proficient in Adobe Creative Cloud (Illustrator, Photoshop, Indesign, etc.)
- Fast and efficient work ethic
- Technology & Computer literate
- Graphic Design and Illustration skills
- 51 wpm
- Can lift at least 30 pounds

JOB EXPERIENCE

Towson University - Student Employment

Receptionist

September 2021 - Present

- Greets and welcomes visitors and staff
- Types tables and forms and inputs data for analysis and interpretation
- Answers, screens, and forwards voicemail messages and incoming phone calls
- Performs routine typing and filing
- Assists staff with special assignments
- Communicates with faculty and staff pertaining to appointments, walk-ins, and meetings
- Oversees check-ins and check-outs of video and audio equipment
- Manages the email and scheduling of the department
- Monitors the health of the video and audio equipment and batteries

Spencer's Gifts / Spirit Halloween (Seasonal)

Sales Associate / Cashier

July 2023 - January 2024

- Generated sales through customer interactions

- Conducted housekeeping at the end of workdays
- Aided in the merchandising of the store and its displays
- Maintained and interacted with POS operations
- Conducted loss prevention in adherence to all Company policies and procedures

Compare Foods

Cashier

March 2020 - July 2022

- Completed sales on a cash register by scanning items, and totaling customers' purchases
- Discounted items by redeeming coupons
- Counted cash at the beginning and end of the work shift
- Resolved customer complaints, guide them and provide relevant information
- Maintained clean and tidy checkout areas

Baltimore City Department of Planning- Office of Sustainability

Paid Intern

November 2019 - June 2021

- Conducted interviews pertaining to PPE resources, volunteer requests, food assistance, and personal stories for various organizations around Baltimore.
- Created and organized spreadsheets of partners, clients, and populations
- Located green spaces for outdoor learning within Baltimore City schools
- Worked with the Office of Sustainability staff and other interns to brainstorm improvements to sustainability efforts and created independent projects
- Maintained Office's free drop-off compost stand at 32nd Street Farmer's Market