



# Holly Harris

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## **EDUCATION**

The University of Iowa - *Graduated with Distinction* 2018-2021  
B.A. International Studies (International Communication & Information Focus)  
B.A. Portuguese  
Certificate in Nonprofit Leadership and Philanthropy  
Spanish Minor  
GPA: 3.84/4.0

## **WORK EXPERIENCE**

*Assistant Manager & Company Trainer* Aug 2018 – Present  
The Java House, Iowa City, IA

- Monitors daily shift operations, assists in scheduling for a staff of 40 and provides excellent guest service in a fast-paced environment.
- Helps oversee beverage menu changes and ensures that staff are properly trained in the mechanics of equipment use, coffee knowledge, and the company standards of quality and hospitality at five locations.

*Program Coordinator & Membership Intern* May 2019 – Dec 2021  
Council for International Visitors to Iowa Cities, Iowa City, IA

- Crafted proposals for emerging world leaders to visit Eastern Iowa through the U.S. Department of State's International Visitor Leadership Program (IVLP)
- Coordinated over 10 IVLP programs in collaboration with program officers in Washington D.C. and my local community.
- Headed the orientation of five new interns by updating the policy and operations manual and mentoring them throughout onboarding process
- Maintained the membership database and assisted in organizing large membership and program events of 50-100 guests

### *Research Fellow*

Iowa Center for Research by Undergraduates (ICRU) Aug 2019 – Dec 2021

- Researched Brazilian Samba and Carnival with university professor by translating, transcribing, and analyzing seven recorded interviews of popular dancers in Rio de Janeiro
- Fellowship awarded 2019-2020, Summer 2020, 2020-2021, Summer 2021

## **ADDITIONAL EXPERIENCES**

*Volunteer English Tutor, Iowa City Compassion* May 2021- Dec 2021

- Upstarted and led weekly group English classes for over 10 refugees and immigrants
- Designed lesson plans for various levels of proficiency for individual and group lessons

*Global Ties U.S. Emerging Leader Program* March 2021-Nov 2021

- Selected as 1 of 21 emerging leaders out of a competitive field of applicants across U.S.
- Attended the Global Ties U.S. National Meeting including workshops, presentations and networking events highlighting public diplomacy and international exchange.
- Assisted local nonprofit organization that supports refugees and immigrants with website redesign and presented to the community on the work I completed and their programs

*Awardee, Critical Language Scholarship for Portuguese*

Oct 2020

- Selected through a competitive process to complete an 8-week intensive language and cultural immersion program for Portuguese during Summer of 2020 (completed virtually in October due to COVID-19).
- Obtained Non-Competitive Eligibility Status in the civil service on a non-competitive basis.

*Intern, Iowa City Foreign Relations Council (ICRFC)*

Oct 2019 – Dec 2021

- Peer mentored three interns at ICFRC and coordinated tasks related to social media outreach
- Advised in a group along with two board members and the executive director on upstarting a mentorship program for the interns

**ACCOMPLISHMENTS & HONORS**

Fulbright Semi-Finalist for English Teaching Assistantship in Brazil

2022-2023

Phi Beta Kappa Honor Society, Alpha of Iowa Chapter

Inducted Dec 2021

Online TEFL Certificate, 120 hours

March 2021

Dean's List – Spring 2019, Fall 2019, Spring 2020, Fall 2020

President's List – Spring 2021

**INTERNATIONAL EXPERIENCES**

- Rotary ROTEX Inbound Exchange Committee Chair Member Feb 2019 – Dec 2021
- Rotary Youth Exchange Student Ambassador to Brazil July 2017 – June 2018

**ADDITIONAL SKILLS**

- Communication & Language
  - Portuguese (Advanced-Mid Working Proficiency); Spanish (Intermediate); French (Beginner)
  - Intercultural Communication
  - Customer Service (empathy, problem solving, active listening)
- Software
  - Microsoft Office
  - Google Applications
  - Constant Contact
  - Canva
  - Wix
- Management
  - Project management
  - Task delegation
  - Team communication