

HALEYHICKMAN

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OBJECTIVE

I aim to secure a position in library science or English where I can leverage my expertise in research and literacy. I am strongly interested in archives and records management, focusing on Indigenous studies. I aim to contribute to a dynamic team by advancing scholarly resources, promoting cultural understanding, and supporting initiatives highlighting and preserving Indigenous heritage.

EDUCATION

Masters of Library Science, Archives and Records Management, Public Librarianship
Expected May 2025 North Carolina Central University Durham, NC

Study Abroad June 2024

University of Westminster, Marylebone Campus London, UK

Bachelor of Arts in English, Creative Writing May 2020

Bachelor of Arts in English, Film Studies May 2020

Appalachian State University Boone, NC

EMPLOYMENT HISTORY

Graduate Research Assistant

Digital Equity Leadership Program at NCCU Durham, NC (Virtual) September 2023 – May 2024

Contributed to research focused on bridging the digital divide in Durham, NC. Collected and analyzed data, conducted interviews, and collaborated with community stakeholders to identify barriers to digital access. Assisted in developing strategies and recommendations to improve digital inclusion and enhance technology equity in underserved communities.

Editorial Assistant

J&J Editorial / Wiley Raleigh, NC (Virtual) January 2022 – July 2023

Supported the production and editorial process for Oxford University Press and Oxford Academic Journals, including *The*

Hickman, Haley. (2019, Dec. 4) *Healing Through Storytelling: First Nations Canadian Women and their Effort to Heal from Cultural Assimilation and Colonization through Literature*. Presented at Dept. of English Capstone Day, Appalachian State University, Boone, NC.

PROFESSIONAL MEMBERSHIPS

GRANTS/SCHOLARSHIP/ACCOLADES

NCCU Spring Scholarship	2024
Awarded by the School of Library and Information Science	
Dean's List	2023 – 2024

EARLIER EXPERIENCE

Sales Associate

ALDI	Raleigh, NC	July 2021 – January 2022
Provided exceptional customer service by assisting shoppers, answering inquiries, and efficiently handling transactions. Responsibilities included stocking shelves, maintaining store cleanliness, and ensuring a well-organized shopping environment. Supported inventory management and contributed to meeting store sales goals through proactive customer engagement and merchandising.		

Sales Associate

World Market	Charlotte, NC	June 2020 – December 2020
Provided personalized customer service, assisting shoppers with product selection and inquiries to enhance their shopping experience. Maintained product displays, managed inventory, and operated the POS system, contributing to a well-organized and inviting store environment. Promoted sales, handled transactions, and supported team efforts to achieve store goals.		

Delivery Driver

Papa Johns	Boone, NC	March 2020 – June 2020
Ensured timely and accurate delivery of orders while providing friendly and professional customer service. Managed cash transactions, maintained the cleanliness and organization of my vehicle, and navigated efficiently to deliver pizzas. Supported in-store operations during downtime and contributed to overall team success.		

Manager

Jimmy Johns

Boone, NC

January 2017 – March 2020

Oversaw daily operations, ensuring high service standards, quality, and cleanliness. Led and trained a team of employees, managed inventory and scheduling, and handled customer concerns to maintain a smooth-running and profitable store. Contributed to increased sales and a consistently positive customer experience.

Cashier

Papa Johns

Charlotte, NC

June 2014 – January 2017

Efficiently processed customer orders and payments while providing exceptional customer service. Managed phone orders maintained a clean and organized workspace, and supported team operations during peak hours, ensuring a smooth and positive experience for all customers.