

Maiben Nelson

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SUMMARY OF QUALIFICATIONS

- Motivated graduate student with relevant experience in leadership development, facilitation, supervision, interpersonal communication skills, mentoring, digital design, and social media marketing
- Actively enrolled College Student Personnel student pursuing a career in Student Affairs
- Special interests include developing, motivating and guiding students to be the best versions of themselves, while actively looking for efficient ways to build and foster relationships

EDUCATION

University of South Alabama, Mobile, AL May 2024
Bachelor of Arts in Communications Studies

University of Tennessee, Knoxville, Knoxville, TN May 2026
Master of Science, College Student Personnel

EMPLOYMENT EXPERIENCE

Jones Center for Leadership and Service (JCLS), University of Tennessee, Knoxville, TN June 2024 – current
Graduate Assistant – Ignite Program

- Assisted with efficiency and operations of all summer Ignite programs
- Assisted with the recruitment and interview process of Ignite Student Directors and Team Leaders
- Provided supervision and mentorship to a team of Student Directors, fostering leadership development and leadership coaching competencies
- Provided support and mentored 50+ undergraduate student extended orientation leaders
- Planned and executed the yearly End of the Year Team Leader celebration banquet and off-site excursion while managing a budget of \$2,500 for expenses
- Benchmarked aspiring and peer institutions to find and develop best practices for leadership development
- Developed and implemented a new training model focused on leadership development alongside the coordinator
- Created and facilitated training sessions throughout team leader training
- Researched and designed a one-day leadership development program for incoming students
- Organized and developed team building activities for JCLS student leaders

Office of Diversity, Equity and Inclusion, University of South Alabama, Mobile, AL September 2022 – May 2024
Campus to Career Peer Mentor

- Mentored 10-15 first generation college students academically and personally
- Facilitated workshops and gave academic resources to first-generation students in bi-weekly study sessions
- Provided first-generation college students with the resources to be career ready after graduation
- Connected first-generation students to professionals in their chosen career path
- Designed social media graphics for the program
- Booked and coordinated event details for Campus to Career on and off campus events
- Coordinated and led a search interview committee to hire Peer Mentors
- Created and facilitated a self-care workshop to first-generation students

One Stop Office, University of South Alabama, Mobile, AL

USA One Stop Student Assistant May 2022 – May 2023

- Assisted students with Financial Aid, Student Accounting, Scholarship Services, Registrar and overall, South Alabama campus and community questions
- Provided excellent customer service to all callers and answered questions with efficiency
- Managed the South Alabama Banner system to thoroughly review students' accounts and provide correct information

USA Housing, University of South Alabama, Mobile, AL

Residential Assistant of Camellia Hall August 2021 – May 2022

- Supervised 48 residential first-year students in Camellia Hall, while serving as a role model that cultivates a safe environment for students, upholds integrity, confidentiality, and extends academic help to students when needed
- Provided customer service at Residential front desk weekly, on-call bi-weekly and average of two weekends on-call
- Planned and executed monthly residential events to promote engagement and belonging with the residence hall
- Provided mediation assistance to students who may be experiencing altercations with roommates

- Provided customer service to all students and parents that came to the Residential front desk
- Audited keys of the community weekly

INTERNSHIPS & FELLOWSHIPS

Creative Team - Jones Center for Leadership and Service, University of Tennessee, Knoxville, Knoxville, TN

November 2025 – current

JCLS Creative Team Lead

- Co-supervised a team of JCLS marketing interns alongside the Associate Director
- Developed strategies and systems for efficient production of social media content across platforms and overall team efficiency
- Created and implemented a posting schedule calendar for all content creation
- Created and edited engaging content to be produced across platforms
- Developed new ways to improve content quality and engagement while managing the JCLS Instagram account
- Maintained organization of the JCLS photo drive
- Fostered an environment of learning and creativity by teaching interns how to edit, use Canva, develop eye-opening captions, and use trends to engage the UTK community via social media
- Assisted with the creation of a new part-time creative director position to help manage the team
- Managed the interview and hiring process of the incoming creative team

Office of Student Conduct and Community Standards (SCCS), University of Tennessee, Knoxville, Knoxville, TN

August 2025 – December 2025

Practicum Student

- Facilitated the student conduct process and educate the campus community about UTK's Student Code of Conduct
- Assisted in case investigations alongside SCCS staff involving academic dishonesty, alcohol violations, and/or student organization misconduct
- Shadowed SCCS staff while conducting education conferences, documenting meetings, drafting notices of allegations, and processing through sanctioning alternatives
- Represented the SCCS office at tabling events on campus for the Amnesty Campaign and other various tablings to educate students on the Code of Conduct
- Co-facilitated the VolsREACH sanction course to help student engage in group discussions about ethical decision making, values, theory, and their impact on their surrounding community

College of Arts and Sciences, University of Tennessee, Knoxville, Knoxville, TN

May 2025 – July 2025

New Student Orientation Academic Advisor

- Completed extensive two-week training to learn how to use VolConnect (Salesforce), Banner, the MyUTK Registration system, and Arts and Sciences Catalog
- Led in person and online academic advising sessions for incoming first year students
- Led small group advising sessions online
- Educated first year students on the University's General Education (VolCore) curriculum, academic resources and assisted them with course registration
- Maintained correspondence with advisees throughout the summer to answer questions and prepare them for their first year on Rocky Top

VOLbreaks Alternative Service Trip, Jones Center for Leadership and Service

March 2025

Learning Partner

- Served as the on-site supervisor for a 9 day out of state service trip to Washington, D.C. for
- Engaged students in reflection and discussion about service leadership
- Completed 30 hours of community service at various community organizations

Office of Sorority and Fraternity Life, University of Tennessee, Knoxville, Knoxville, TN

January 2025 – May 2025

Greek Leadership Class Practicum Student

- Served as the co-instructor for the ELPS 350 Greek Leadership Class
- Developed weekly lesson plans and activities to engage students in discussion about leadership theory, Clifton Strengths, and organizational change
- Graded assignments while providing feedback on all assignments and projects in Canvas
- Met 1:1 with students about leadership theory and opportunities to lead in their chapter

Office of Social Change and Intercultural Engagement (SCIE), Southern Methodist University, Dallas, TX

June 2023 – July 2023

NASPA Undergraduate Fellows Program (NUFP) Intern

- Assessed event data & outreach strategies from the previous academic year for the
- Coordinated volunteer shifts for the Southern Methodist Career Closet
- Conducted research on the Performance Review Processes for six of SMU's aspirant schools on Diversity, Equity and Inclusion competency levels
- Paired undergraduate students together for the CONNECT Mentorship Program
- Created a workshop titled - "Self-Care and Burnout Tips Just for You" catered towards college students
- Presented a capstone project to the SMU Student Affairs Department

CAMPUS LEADERSHIP EXPERIENCE

College Student Personnel Association (CSPA), University of Tennessee, Knoxville, TN

December 2025 –current

Vice President of Marketing and Recruitment

- Served as a point of contact for students interested in the CSP program by providing resources and connecting them to current students
- Managed the CSPA Instagram account and website efficiency while also serving as the photographer for all events
- Designed CSP merch and organized fundraiser for alumni, faculty, students and staff

Alpha Kappa Alpha Sorority, Incorporated, University of South Alabama, Mobile, AL November 2022 – May 2024

President – Epsilon Upsilon Chapter

- Led a chapter of 60+ members while fostering leadership development, personal growth, community impact, and academic success
- Developed strategic plans and goals for member retention, community service initiatives, and recruitment
- Presided over all chapter meetings, executive board meetings, and all committees
- Coordinated fundraising opportunities and maintained the chapter budget ensuring fiscal responsibility
- Attended and give undergraduate chapter report at graduate chapter meetings
- Maintained excellent relationships with university administrators, student organizations and other Greek chapters
- Served as the 92nd South Eastern Regional Conference Registration Co-Chairman
- Facilitated meetings and workshops supporting member develop

Student Government Association, University of South Alabama, Mobile, AL

May 2022 – May 2024

Chief Justice

- Ruled on all student parking ticket appeals
- Lead and participated in Student Misconduct and Title IX hearings
- Served as the head of the SGA Supreme Court and interpreter of the *Lowdown*
- Maintained correspondence of the twelve Associate Justices that comprise the Supreme Court

USA First Year Council, University of South Alabama, Mobile, AL

May 2021– May 2022

Director

- Coordinated and conducted interviews for approximately 70 first-year students in one week.
- Served on the Week of Welcome 2021 committee and attended orientation sessions
- Mentored 27 first-year students selected for the Council in leadership development, attended weekly executive board and weekly general body meetings, along with Student Government Association meetings

SOFTWARE AND SYSTEM SKILLS

- Canva, Capcut, Blackthorn (Salesforce), VolConnect (Salesforce), Lightroom, Canvas, Slack, Microsoft Office Suite