CHARLOTTE R. WHITFIELD

charlotte.whitfield02@gmail.com

EDUCATION

University of North Carolina – Chapel Hill, NC   Expected graduation, May 2027
Majors: Information Science and Psychology
GPA: 3.772

Durham Technical Community College – Durham, NC   August 2021 – May 2023
Dual Enrollment Student

Orange High School – Hillsborough, NC   August 2019 – June 2023
North Carolina Academic Scholar
Beta Club Member

WORK EXPERIENCE

UNC School of Information and Library Science – Chapel Hill, NC   May 2025 – Present
Carolina Technology Associate (CaTA)
- Provide IT support for classrooms, labs, and faculty/staff offices, including troubleshooting hardware/software, installations, and system updates
- Offer frontline assistance to students, faculty, and staff via chat, email, and in-person support
- Assist in organizing technology-related events and supporting IT infrastructure operations
- Write knowledge base articles to document processes and support staff/faculty efficiently
- Create TDX dashboards to track KPIs and visualize support trends

Hussman School of Journalism and Media – Chapel Hill, NC   October 2023 – Present
Park Library Student Associate
- Assist library patrons with diverse needs, ensuring excellent customer service and satisfaction
- Respond to patron inquiries via call, email, Zoom, and Google text
- Handle book and equipment circulation, including cameras, lenses, and other A/V items
- Sustain library organization and categorization
- Engage in special projects, such as creating graphic design signage using Adobe products
- Maintain online catalog integrity for books and gear
- Provide technical support for Adobe software, Mac, CCI printer, and VPN issues

UNC Department of Health Sciences – Chapel Hill, NC   May 2025 – August 2025
Communications Assistant – Digital Accessibility
- Supported website updates and redesign for the Department of Health Sciences' seven divisions, focusing on accessibility and content organization
- Assisted with web-based projects, event coordination, data collection, research, and office tasks
- Managed content for diverse audiences, including students, alumni, donors, and peer institutions
- Applied website management, proofreading, and editing skills using WordPress, HTML, and CSS

ACTIVITIES

UNC Buckley Public Service Scholar – Chapel Hill, NC   Expected completion, May 2027

App Team Carolina – Chapel Hill, NC   August 2025 – Present
UI/UX Bootcamp
- Completed a hands-on course in designing user interfaces
- Learned fundamentals of UX design, user-centered design principles, and created effective digital experiences
- Applied practical skills through prototyping using Figma