



# Imani B. Washington

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## EDUCATION

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**Delaware State University**, Expected May 2025 Dover, DE  
Bachelor of Humanities, Education & Social Sciences in Political Science; 3.5/4.0 GPA  
Minor in Financial Planning

**Relevant Coursework:** Personal Finance, Managerial Finance, Bureaucracy & Public Policy, Global Societies,

## SKILLS AND SOFTWARE PROFICIENCIES

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Microsoft Office • Fluent in English • Microsoft Excel

## WORK & LEADERSHIP EXPERIENCE

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May 2024- Present **Nationwide Financials** Columbus, OH  
**Intern**

A summer internship spent working with Share Business Solutions in strategic customer solutions department on a model intake 12week project

- Conducting research on the industry best practices and competitor strategies to inform and enhance the company's customer service approach
- Proficiency in data analysis tools and customer relationship management (CRM) software.
- Finding solutions to enhancing the customer experience, which involves cross-development collaboration

January 2022- September 2023 **Harlem Village Academy** Harlem, NY  
**Operation Manager Assistant / Tutor Coordinator**

A job experience spent assisting the students, teachers, and other faculty throughout the day-to-day schedule as well as other task to help

- Providing day-to-day coordination of the activities of an assigned tutoring/learning center.
- Acting as second-in-command to the manager and taking care of all duties in their absence.
- Develop works rules and guidelines for company employees such as aides, teachers and other faculty.

Sept 2020- Sept 2022 **Journey's** New York, NY  
**Opening Manager**

A job experience responsible for helping with coordination, distribution of materials, training, store needs, and general company keys

- Monitoring sales performance, auditing and addressing issues when necessary.
- Recruited and trained new members of the sales team in cashier obligations and stockroom codes

## ACTIVITIES & HONORS

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Dean's List Scholar x5 | Miss Sophomore 2022-23| Delaware State University's SGA Corresponding Secretary| SFEPD Student Ambassador| Financial Literacy Club Secretary | Spoken Word Arts United Vice President | Girl Scouts of Greater New York Lifetime Member| DSU L.I.F.T| Women's Senate Big Sister-Little Sister -3 Time Participant| Hornets in Motion| Wellness Recreational Center Membership Services Staff | Upsilon Pi Chapter of Pi Sigma Alpha National Political Science Honor Society | 68<sup>th</sup> Miss Delaware State University | FARE Student Ambassador

## AWARDS & CERTIFICATIONS

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Financial Literacy Certificate | Published Poet | HBCU Miss Sophomore of the Year 2022-2023