

SHELLY BRYSON-DE LOS SANTOS

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Objective

To secure a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Education

Bachelor of Arts-African/African American Studies December 2004

University of Tennessee (Knoxville, TN)

Experience

Nashville Public Library-Bordeaux Branch

Outreach Coordinator

May 2025-Present

- Responsible for building a community contact list for North Nashville Libraries
- Provides a consistent, immersive, presence within the community as a representative of the library.
- Coordinates with management and staff to plan and develop outreach events, programs, and services

Nashville Public Library- Bordeaux Branch

Library Associate (Teens)

August 2017-May 2025

- Responsible for creating creative and educational programming for local teens
- Assisting patrons with reference questions
- Building relationships within the community.
- Responsible for building relationships with local teens and promoting the library activities

Nashville Public Library

Circulation Assistant

June 2016-August 2017

- Checked in materials (delivery and paging slips).
- Assisted patrons with reference questions/computer help.
- Responsible for relabeling books as needed.
- Shelved library materials.

Metro Nashville Police Department

Police Operations Assistant

February 2016-May 2016

- Created, organized and maintained confidential files for the Police department.
- Collected and maintained evidence inventory.
- Scanned and copied various files.

State of Tennessee Department of Human Services

Disability Claims Examiner

June 2014-June 2015

- Assisted and processed Disability Claims
- Reviewed medical records and policy to make a disability determination
- Addressed phone calls from claimants and gave the status of disability claim
- Organized and managed cases

Key Skills

Familiar with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Publisher)

Excellent customer service skills

Organized and detail-oriented

References

References are available upon request.