

Charlotte R. Whitfield

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EDUCATION

University of North Carolina at Chapel Hill | Chapel Hill, NC

Expected Graduation - May 2027

B.S. in Information Science, B.S. in Psychology | GPA: 3.7/4.0

- **Courses:** Database Concepts and Applications, Foundations of Interactive Media, Information Systems Analysis and Design, Foundations of Information Science, Introduction to Programming, Research Methods
- **Honors:** Dean's List Spring 2024, Fall 2024, Spring 2025, Fall 2025

EXPERIENCE

UNC School of Information and Library Science | Chapel Hill, NC

May 2025 - Present

Carolina Technology Associate (CaTA)

- Deliver frontline technical support to students, faculty, and staff via phone, email, and in-person troubleshooting across classrooms, labs, and offices
- Document processes and develop user-facing and internal knowledge base articles to improve support efficiency and reduce repeat issues
- Support IT operations by organizing tech-related events and building KPI dashboards to track performance and service trends

UNC Hussman School of Journalism and Media | Chapel Hill, NC

October 2023 - Present

Park Library Student Associate

- Provide customer-focused support to library patrons, resolving research and technical inquiries
- Manage circulation of books and A/V equipment (cameras, lenses, and media gear) while maintaining catalog accuracy and library organization
- Contribute to library operations through technical troubleshooting (printer, Wi-Fi, VPN support) and special projects, including designing digital signage

UNC Department of Health Sciences | Chapel Hill, NC

May 2025 - August 2025

Communications Assistant - Digital Accessibility

- Supported website updates and redesign for seven Department of Health Sciences divisions, improving accessibility and content organization
- Managed and edited web content for diverse audiences, including students, alumni, donors, and peer institutions
- Assisted with event coordination, research, and data collection to support departmental operations

ACTIVITIES

App Team Carolina | Chapel Hill, NC

August 2025 - Present

UI/UX Bootcamp

- Completed UI design coursework, applying UX principles through Figma prototypes and interactive projects

Buckley Public Service Scholars | Chapel Hill, NC

Expected Completion - May 2027

- Working toward completing 300 public service hours

TECHNICAL SKILLS

Programming, Web Development, and Design: HTML/CSS, JavaScript, Java, WordPress, Figma, Adobe Creative Cloud

Data Analysis and Visualization: SQL, R, Excel, Tableau