**Brittany Heyward**

**Seongnam/ Gaheung Elementary School**

**293 Gyohyeon-dong**

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(010)2789-2586**

EDUCATION

**Virginia Commonwealth University** | Richmond, VA8/2005-5/2010

Bachelor of Arts, History

* Research and development skills
* The ability to write effectively and accurately

CERTIFICATION

**TEFL Express**| Ireland, UK 1/2013

TEFL Certification

WORK EXPERIENCE

**English Teacher**, English Program in Korea |Chungju,Chungcheongbuk-do

2/2013-Present

* Prepare lesson plans
* Gather and utilize materials
* Proofread exams
* Create speaking tests and interview students
* Assist with English competition
* Plan and budget summer and winter camps
* Provide assistance to coworkers and students as needed

**Micrographic Film Technician,** Backstage Library Works | Richmond, VA 5/2011-12/2012

* Prepare materials to be filmed
* Capture materials on microfilm

**Customer Service Representative,** Department of the Treasury|Richmond, VA 12/2010- 5/2011

* Answer multi-phone line inbound calls from taxpayers
* Respond to taxpayer inquiries using a complex knowledge of tax law and company procedures
* User multi-screen interface to establish payment plans for taxpayer account.

**Guest Services Associate,** Children's Museum of Richmond | Richmond, VA 8/2010 – 11/2010

* Use various administrative tasks to handle visitor requests
* Assist with special events and functions
* Maintain floor exhibits
* Update and maintain roster for public events
* Provide support other employees
* Access member database

**Visitor Services Associate,** Virginia Museum of Fine Arts|Richmond, VA4/2010 – 12/2012

* Operate multi-phone line system
* Access database to input membership information
* Update and maintain roster for public events
* Use Raisers Edge and Patrons Edge Software to maintain member database
* Provide support with various administrative tasks and handle visitor requests

**Intern/Volunteer,**Library of Virginia | Richmond, VA8/2009 - Present

* Research and write for the Dictionary of Virginia Biography
* Conduct extensive research and archival work, as well as intensive writing and proofreading
* Draft a biography on an important Virginian and at the end of the semester, interns are legitimate published writers

**Intern,** Black History Museum| Richmond, VA 8/2008 - 12/2008

* Perform various museum administrative tasks and field customer requests
* Schedule visits and informed the public about the museum
* Fundraise to help support museum costs
* Volunteer extra hours to help with special museum events
* Set up new exhibits

SKILLS

* CustomerService
* MicrosoftOffice    (Word,Excel,Access,Outlook,PowerPoint)
* Administration      (Multi Phone Line, Copier, Printer, Scanner)
* Writing                 (Editing and Proofreading)
* Research              (Preservation and Archives)

PUBLICATIONS

* Heyward, B. (n.d.). John william diederich. In S. Bearss (Ed.), Dictionary of Virginia Biography (Vol. 4). Richmond: Library of Virginia. Retrieved from <http://www.lva.virginia.gov/public/dvb/>
* Heyward, B. (n.d.). Inez fields-scott. In S. Bearss (Ed.),Dictionary of Virginia Biography (Vol. 4). Richmond: Library of Virginia. Retrieved from <http://www.lva.virginia.gov/public/dvb/>
* Heyward, B. (n.d.). Forbes finlay ferguson. In S. Bearss (Ed.), Dictionary of Virginia Biography (Vol. 4). Richmond: Library of Virginia. Retrieved from <http://www.lva.virginia.gov/public/dvb/>