

Joi Palmore

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Fayetteville, GA

EDUCATION

Kennesaw State University – Kennesaw, GA

B.S. in Journalism and Emerging Media

August 2019 - May 2023

- Technical Communication minor
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PROFESSIONAL SUMMARY

Resourceful and detail-oriented communications professional skilled in writing, editing, interviewing, and multimedia content creation across digital and print platforms. Adept at translating complex information into clear, engaging messaging tailored to diverse audiences. Proven ability to manage projects, meet deadlines, and collaborate across teams in fast-paced environments. Passionate about creating impactful content that informs, connects, and drives results.

PROFESSIONAL EXPERIENCE

Member Services Associate

Jul 2023 - Present

Piedmont Wellness Center

- Oversee interactions at the service desk including opening and closing procedures, answering phones, point-of-sale transactions, guest registration and fees, checking in guests/members for all scheduled appointments, accepting member feedback, accepting and returning lost and found items, guest/member check-in, and the provision of information about all scheduled activities and events including sign up and fees if applicable.
- Provided exceptional customer service to gym members, addressing inquiries, resolving concerns, and ensuring a positive experience.
- Handled member accounts, processing billing transactions, and resolving payment-related issues.

Legal Secretary

Jul 2024 - May 2025

Law Firm of Huddleston and Kirkbride

- Answer and direct phone calls, take messages, and handle routine inquiries professionally.
- Assist with client intake, including gathering necessary documentation and preparing case files.
- Manage attorneys' calendars, including scheduling meetings, court dates, and deadlines.
- File legal documents with courts electronically and in person, ensuring compliance with court procedures and deadlines.

Resident Assistant

Oct 2021 - May 2023

Kennesaw State University

- Create, market, and lead student-centered hall programs to promote social, education, diversity, health, emotional, understanding, and growth.
- Assist in the selection, evaluation, and training of incoming RAs.
- Communicate, correspond, and collaborate with on and off-campus offices such as counseling, student activities, campus security, maintenance, etc.
- Manage administrative duties: budgeting, maintenance requests, incident reports, and room transfers.
- Implement and enforce all college and campus living policies, promoting academic excellence, addressing student needs, and encouraging involvement.

Lifeguard

Nov 2021 - May 2023

Kennesaw State University

- Perform first aid and CPR according to the demands of adverse situations.
- Supervise swimmers to ensure that they are swimming within the safety protocols.
- Spot hazards or potential hazards and take measures to prevent accidents.
- Control and report unruly behavior and evict individuals not adhering to behavior protocols.

Sports Reporter Intern

May 2022 - Aug 2022

Marietta Daily Journal

- Interview athletes, coaches, and other notable figures to collect information for stories.
- Create, write, and publish articles for print and digital publications.
- Cover live events such as games or camps and interview participants about their performance.
- Edit an annual football preview issue.
- Gather statistics and descriptions about players and teams.