

Nisha Fields

Program Specialist, Food Pantry Support

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STRENGTHS

- ♥ **Student Support**
During busy pantry periods, kept check in welcoming and orderly so students received clear guidance and respectful service.
- 📁 **Inventory Control**
Used spreadsheets and databases to track stock, spot needs, and support timely ordering decisions. Colleagues relied on accurate updates.
- 👥 **Volunteer Guidance**
Trained work study students and volunteers through practical demonstrations, then watched confidence grow during daily pantry operations.
- 🔒 **Confidential Records**
Handled sensitive client information with discretion across intake and reporting work. Trust grew through consistent, careful follow through.
- 💡 **Service Improvement**
Reviewed student feedback and service patterns, turning small observations into clearer signage, smoother intake, and better appointment flow.

SKILLS

Food pantry operations

Student support Client check in

Inventory control Ordering support

Food safety practices

Volunteer training

Confidential records

Monthly reporting

Community partnerships

Word processing Spreadsheets

Databases Email correspondence

Time management

SUMMARY

Student support and basic needs professional with four years of experience serving diverse community members through food access programs, resource distribution, inventory coordination, and confidential records management. Coordinates check in, orientation, distribution, ordering support, pickups, deliveries, storage, correspondence, calls, and **monthly reporting** with steady attention to safety and service quality. Uses word processing, spreadsheets, databases, email, and program systems to maintain accurate information and guide practical decisions. Trains **work study students** and volunteers, coordinates staffing updates, and works with campus departments, community partners, and the public. Provides empathetic, equitable, **culturally respectful support** while protecting confidentiality and responding thoughtfully to feedback. Holds an Associate of Applied Science in Human Services, a **Food Handler Certificate**, and a valid Iowa driver's license.

EXPERIENCE

Basic Needs Program Assistant

Riverbend Student Resource Center 📅 January 2024 - Present 📍 Des Moines, IA

Coordinates daily student pantry operations, confidential service records, inventory workflows, volunteer coverage, and partner communication. Supports safe access, consistent reporting, and practical service improvements for community college students.

- Coordinated **student check in**, orientation, distribution, restocking, and **confidential records** during daily pantry service.
- Tracked food and personal care inventory through spreadsheets and databases, supporting monthly ordering decisions.
- Received pickups and **deliveries**, rotated products, and maintained safe, organized storage for accessible distribution.
- Trained **work study students** and volunteers on confidentiality, respectful communication, pantry workflows, and inventory procedures.
- Coordinated volunteer emails, **staffing updates**, campus communication, and community partner relationships during service operations.
- Reviewed **student feedback** and service patterns, improving intake, signage, stocking, and appointment flow.

Community Services Assistant

Capital Area Family Support Network 📅 June 2022 - December 2023 📍 Des Moines, IA

Supported food and personal care distribution through front desk service, intake documentation, **inventory control**, referrals, reporting, and event coordination. Balanced client care with accurate records, **food safety**, partner communication, and dependable daily operations.

- Supported food distribution through front desk service, intake documentation, inventory tracking, and client referrals.
- Maintained confidential client records in office and database systems, producing routine service reports for program review.
- Scheduled donation **pickups**, received deliveries, organized supplies, and monitored stock levels for weekly distribution.
- Applied food handling and hygiene procedures, checking rotation for shelf stable and perishable products.
- Communicated with **volunteers**, partner agencies, and clients by phone and email with empathy and discretion.
- Balanced reception, **correspondence**, data entry, **inventory**, and event support during busy service days.

PROJECTS

Student Pantry Service Review 📅 2026

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Basic Needs Program Assistant at Riverbend Student Resource Center (2.8 Years)
- Community Services Assistant at Capital Area Family Support Network (1.5 Years)

Reviewed student feedback, intake patterns, signage, stocking routines, and appointment flow to identify practical service improvements. Findings supported clearer access and smoother daily pantry operations.

Community Distribution Coordination 📅 2023

Coordinated donation pickups, deliveries, inventory organization, and volunteer communication for recurring food and personal care distribution. Work supported dependable access for clients and partner agencies.

LEADERSHIP & AWARDS

- Recognized by pantry leadership for dependable student service, careful records handling, and respectful daily support.
- Selected by program colleagues to train volunteers and work study students on safe, confidential pantry procedures.
- Commended for balancing front desk service, inventory work, correspondence, and event support during demanding distribution periods.

EDUCATION

Associate of Applied Science in Human Services

Des Moines Area Community College 🎓 GPA: 4.0 📅 2022 📍 Des Moines, IA

Coursework: Human services practice, case management, community resources, interpersonal communication

CERTIFICATIONS

- Food Handler Certificate 📅 2025
- Valid Iowa Driver's License 📅 2025

TECHNICAL SKILLS

- **Office Software:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Database Systems:** Client databases, program databases, data entry
- **Pantry Operations:** Check in, check out, orientation
- **Inventory Management:** Stock tracking, rotation checks, ordering support
- **Food Safety:** Food handling, hygiene procedures, HACAP requirements
- **Distribution Logistics:** Pickups, deliveries, unloading
- **Records Management:** Confidential records, intake documentation, monthly reports
- **Communication Tools:** Email correspondence, phone calls, staffing updates
- **Volunteer Coordination:** Work study guidance, volunteer training, coverage scheduling
- **Service Improvement:** Student feedback, service review, workflow adjustments
- **Partner Relations:** Campus departments, community partners, public communication
- **Workplace Safety:** Safe storage, organized shelving, accessible work areas

PROFESSIONAL AFFILIATIONS

- Community food access programs, supporting equitable resource distribution and respectful client service.
- Campus and community partner networks, strengthening communication around basic needs support.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST