

Tristan Doak

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Summary

- **Public Service & Policy Experience:** Office Intern for Delegate Ric Metzgar, excelling in constituent services, policy research, speechwriting, and office administration to support impactful legislative initiatives.
- **Leadership & Management:** Assistant Manager at Mr. Tire, leading a team of 5 employees, independently managing store operations, and demonstrating exceptional work ethic by working 50–60 hours per week.
- **Higher Education & Civic Engagement:** Graduated with a Political Science degree from St. Mary's College of Maryland, where I gained hands-on political science experience, leadership development, and a strong passion for public service.
- **Customer Service & Administrative Expertise:** Peer Counselor at St. Mary's College Financial Aid Office, helping students navigate complex processes, while mastering public speaking, outreach, and organizational skills.
- **Adaptable Skills & Recognition:** Proficient in Microsoft Office, policy analysis, communication, and leadership, with honors including induction into the Vector Marketing Leadership Academy and an academic honor society.

Skills

- Microsoft Office
- Policy Analysis & Evaluation
- Research & Critical Thinking
- Public Speaking Communication
- Data Management & Analysis
- Problem Solving & Conflict Resolution
- Customer Service
- Interpersonal Skills
- Event Coordination & Outreach
- Administrative Skills Organizational Skills
- Leadership

Education

B.A., Political Science

August 2022-May 2024

St. Mary's College of Maryland, St. Mary's City, MD

- *Key coursework:* Public Policy • International Relations • Data Management • Local Government

A.A., General Studies

August 2020- May 2022

Community College of Baltimore County, *Essex, MD*

- *Key coursework:* Business Administration • Law and Criminal Justice • American Government • Writing

Experience

Intern

July 2024–Present

Delegate Ric Metzgar Corporate Office , *Essex, MD*

- **Constituent Services:** Provide timely and attentive responses to constituent inquiries, assisting with issue resolution and ensuring community needs are met.
- **Research & Policy Analysis:** Conducted research on social and economic impacts of issues such as the Key Bridge collapse, directly benefiting district residents and informing legislative decision-making.
- **Speechwriting & Press Releases:** Drafted compelling speeches and press releases, maintaining Delegate Metzgar’s voice and style in public communications.
- **Office Administration:** Managed diverse administrative tasks, from fielding phone calls to office communication, filing systems, and managing data including spreadsheets.

Assistant Manager

July 2024-Present

Mr Tire, *Rosedale, MD*

- **Team Leadership:** Supervised and managed a team of 5 employees, fostering a collaborative environment to ensure smooth operations and high levels of customer satisfaction.
- **Store Management:** Frequently operated the store independently, making critical decisions in high-pressure situations to maintain service standards and meet daily sales goals.
- **Work Ethic & Dedication:** Demonstrated a strong commitment by working 50–60 hours per week, handling staffing, scheduling, and service coordination to ensure efficiency.
- **Customer Service Excellence:** Provided exceptional customer service, effectively addressing customer concerns, managing service timelines, and upselling products and services to meet customer needs.
- **Operational Efficiency:** Oversaw inventory management, product ordering, and display organization, maintaining a well-stocked and organized workspace to support daily operations.

Peer Counselor

August 2022–May 2024

St. Mary’s College of Maryland , *St. Mary’s City, MD*

- **Student Financial Guidance:** Assisted students in navigating complex financial aid processes, helping them achieve their educational goals and resolve challenging financial situations effectively.

- **Outreach & Engagement:** Represented the Financial Aid Office at campus events, meeting with prospective students and parents to discuss financial planning and resources.
- **Advising Excellence:** Provided personalized support to students, explaining federal regulations and institutional policies while ensuring clarity and confidence in their financial decisions.
- **Public Speaking & Presentation:** Delivered informational sessions to diverse audiences, addressing concerns and promoting available financial aid opportunities to prospective students and families.
- **Administrative Expertise:** Managed calendars, coordinated meetings, and maintained accurate records of student interactions, demonstrating strong organizational and multitasking skills.