

LILLIAN FAITH CLARKE
Lillian.clarke@live.longwood.edu
434-207-1241

EDUCATION

Longwood University

Farmville, VA,

Bachelor of Science in Criminology

Bachelor of Science in Sociology GPA:

WORK EXPERIENCE

Mission BBQ

- Accurately handled cash, credit, and digital transactions while maintaining balanced registers and ensuring financial accountability.
- Delivered exceptional customer service by engaging with diverse clientele, taking detailed orders, and ensuring a positive dining experience.
- Demonstrated strong multitasking abilities by managing orders, coordinating with kitchen staff, and maintaining service efficiency during peak hours.
- Supported daily operations by opening and closing the restaurant, overseeing cleanliness, and ensuring a smooth transition between shifts.
- Collaborated with team members to maintain an organized, customer-focused environment that upheld company standards.

The Local Restaurant and Catering

- Assisted, coordinated, and executed large-scale events serving 100–400 guests, including high-end weddings and corporate functions.
- Assisted, led, and trained front-of-house teams of up to 14 employees, ensuring smooth service flow and adherence to event timelines.
- Oversaw event setup, including table arrangements, décor, and service stations, with exceptional attention to detail and quality presentation.
- Adapted to diverse venues and client expectations, demonstrating flexibility, professionalism, and problem-solving under pressure.
- Managed physically demanding tasks, including lifting heavy equipment and performing extended shifts, while maintaining efficiency and team morale.
- Worked extended shifts (10–15 hours) while maintaining efficiency, focus, and high-quality performance in fast-paced environments.

SKILLS

- Strong in strategic decision making, conflict resolution, and team leadership with proven abilities in delegation, organization, and time management. Recognized for integrity, adaptability, and attention to detail while maintaining excellent communication, customer service, and public relations skills. Skilled in problem-solving, creative thinking, and active listening with a commitment to continuous learning and improvement.

JOBS and INTERNSHIPS

The Local Restaurant and Catering

Charlottesville, VA, 2023 – Present

- In catering, *FOH Server, BOH Kitchen Staff, BOH Food Prep Staff*

Mission BBQ

Charlottesville, VA, 2021 – Present

- In restaurant, *GSR “Great Service Representative” (Cashier), DRL “Dining Room Lead”, and Expo*. In catering: *FOH server*

Longwood University

Farmville, VA, 2025 – Present

- Residential and Commuter Life Front Desk Aid. *Provided quality customer service to community residents. Helped to maintain a safe and secure living environment for all residents*

KEY CLASSES

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ORGANIZATIONS

- **American Criminal Justice Association – Lambda Alpha Epsilon (LAE)** *Joined Fall 2025*

VOLUNTEER EXPERIENCE

- **FACES Food Pantry** *Meherrin, VA*
Helped package food and distribute it to citizens within the community.

CERTIFICATIONS

- ServSafe Certified
- OSHA Certified, 10 Hour Construction Safety and Health
- CPR Certified
- QPR Suicide Prevention Certified

HONORS, AWARDS, and ACKNOWLEDGMENTS

Lillian Clarke

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October 8th, 2025

National Center for Missing & Exploited Children
Headquarters, 333 John Carlyle, Alexandria, Virginia,

Dear Human Resources,

I am writing to express my interest in the Case Manager 2 position with the Missing Children Division at the National Center for Missing & Exploited Children in Alexandria, VA. I learned about this opportunity through my professional career research in child advocacy and criminology. With a dual Bachelor of Science degree in Criminology and Sociology from Longwood University, along with hands-on experience in customer service, organizational leadership, and crisis response, I am eager to contribute my skills and compassion to NCMEC's mission of protecting and reuniting children with their families.

In my work with Mission BBQ and The Local Restaurant & Catering, I developed key strengths in managing high-pressure situations, maintaining detailed records, and communicating effectively with people from diverse backgrounds—skills that align directly with the Case Manager role's focus on coordination, accuracy, and sensitivity. My ability to multitask, make quick decisions, and remain composed under pressure reflects my readiness to manage complex, time-sensitive caseloads. Additionally, my experience working as a Front Desk Aide in Residential and Commuter Life at Longwood University strengthened my organizational and interpersonal skills, particularly in maintaining confidentiality and providing compassionate, reliable support to community members—qualities essential to serving families and law enforcement with empathy and professionalism.

I am particularly drawn to this position because of NCMEC's critical role in providing assistance to vulnerable families and ensuring collaboration among law enforcement and social service professionals. My academic foundation in criminology and sociology, combined with my certifications in CPR, and QPR suicide prevention, demonstrate both my commitment to public safety and my preparedness to assist in cases requiring sensitivity, discretion, and sound judgment.

I would welcome the opportunity to further discuss how my education, skills, and dedication align with the Case Manager 2 position. Thank you for considering my application. I look forward to the possibility of contributing to NCMEC's important work and am available at your convenience for an interview.

Sincerely,

Lillian Clarke