

Troy Shaffer

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Education

- Southern Illinois University Edwardsville (SIUE) - Edwardsville, IL
- Bachelor's in English education
- Expected Graduation: 2028
 - Preparing for a career teaching English at the secondary level.
 - Coursework focused on English literature, writing, language, education, instructional methods, and teaching practice.

Scholarships

- CODES Scholarship at SIUE
 - Community Oriented Digital Engagement Scholar
 - Competitive full ride scholarship
 - Participated in a two-year collaborative research project in partnership with the Missouri Botanical Garden.
 - Worked with a student research team to investigate Indigenous knowledge and its representation within the Missouri Botanical Garden.
 - Researched connections among Indigenous knowledge, plants, archives, and institutional practices.
 - Collaborated with a group to develop an Indigenous Knowledge Tour highlighting Indigenous perspectives and knowledge.
 - Developed skills in research, collaboration, communication, critical thinking, and community engagement.

Teaching Experience

- Alton High School - Alton, IL
- English Education Observer
 - August - December 2026
 - Observe high school English instruction and classroom management strategies.
 - Gain firsthand experience with the daily responsibilities and expectations of a secondary English teacher.
 - Observe methods for engaging students with reading, writing, speaking, and discussion.
 - Assist with classroom activities and student learning when appropriate.
 - Connect teaching strategies and methods learned through SIUE coursework to a high school classroom environment.

- Reflect on student engagement, classroom management, and instructional practices.

Professional Experience

- Crazy Bowls and Wraps - Edwardsville, IL
 - Cashier/Shift Lead - October 2021 - August 2024
 - Manager - January 2026 - Present
 - Lead employees during shifts in a fast-paced restaurant environment.
 - Delegate responsibilities and communicate expectations to team members.
 - Train new employees in workplace procedures and responsibilities.
 - Assist with resolving customer concerns and maintaining a positive customer experience.
 - Help maintain an organized and productive workplace.
 - Balance multiple responsibilities while demonstrating leadership, communication, organization, and problem-solving skills.
- Panera Bread - Edwardsville, IL
 - Cashier/Barista - May 2021 - September 2021
 - Provided friendly and efficient customer service in a fast-paced restaurant environment.
 - Operated the register and accurately handled customer transactions.
 - Prepared coffee and other beverages according to workplace standards.
 - Communicated and collaborated with coworkers to complete daily operations.
 - Maintained a clean and organized front-of-house and beverage area.

Skills

- Leadership and team management
- Written and verbal communication
- Research and academic writing
- Collaboration and teamwork
- Public speaking and presentations
- Customer service
- Organization and time management
- Problem-solving
- Critical reading and analysis