

Suzanne J. Banks

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📎 : [MU Alumni Spotlight](#) [Graduate Portfolio](#) [LinkedIn](#) [Merit](#)

UNIVERSITY EDUCATION

Miami University, Graduate School, Oxford, OH
M.A. Biology, Stakeholder Engagement
3.98 G.P.A. – Project Dragonfly – Global Field Program

Stony Brook University, Graduate School, Stony Brook, NY
M.A. Public Policy, Environment
3.79 G.P.A. – Suffolk County AME scholarship recipient

Hofstra University, College of Liberal Arts, Hempstead, NY
B.A. Sociology, Psychology minor
3.86 G.P.A. – Dean's List Scholar, Summa Cum Laude

AFFILIATIONS

The Wildlife Society
Original article published in *The Wildlife Professional*, Vol. 17, No. 2
Alpha Kappa Delta (*Sociology Honor Society*)
Psi Chi (*Psychology Honor Society*)
Golden Key International Honor Society

PROFESSIONAL DEVELOPMENT

Colorado State University, Professional & Continuing Education

A to Z Grant Writing
Certificate Received 12/2025

Cornell University, Civic Ecology Lab

Climate Change Education, Science & Action
Certificate Received 10/2019

Environmental Education Outcomes
Certificate Received 4/2019

Intro to Environmental Education
Certificate Received 12/2018

SKILLS & PROFICIENCIES

SOFT: Customer service, education & outreach, partnerships management, confidentiality & ethics, successful multitasking & prioritization, independent or collaborative team work, conservation campaigns, stakeholder engagement strategies, project management, attention to detail, case management, crisis intervention, grant research, translation of complex scientific information for public/layperson consumption

HARD: Windows & mac OS proficiency, Microsoft Office Suite, Google Suite, multimedia presentations (PowerPoint, Google Slides, Knovio), policy/subject matter research & analysis, web design and maintenance (Wix, Drupal), technical & creative writing, graphic design (Canva), video conferencing (MS Teams, Zoom, Google Meet), customer relationship management (CRM), database management, video editing (iMovie, WeVideo), blogging, professional & accessible social media/web content creation and management (Facebook, X, LinkedIn, etc.), internal communications (SharePoint, intranet)

VOLUNTEER POSITIONS

Progressive Turnout Project – Postcards to Swing States **Remote, 2025**
Campaign Advocate

- Hand-wrote & mailed informational postcards to voters in key VA districts on behalf of Informed Voters of VA

Please Don't Sit This One Out – Georgia Postcard Project **Remote, 2024**
Campaign Advocate

- Hand-wrote & mailed several hundred GOTV campaign postcards to voters in key GA congressional districts

Amy Klobuchar 2020 Presidential Campaign **Remote, 2019 – 2020**
Campaign Advocate

- Hand-wrote & mailed several hundred campaign postcards to voters in key districts across the country

National Audubon Society **Public beaches of Long Island, NY, 2018**
"Be A Good Egg" Outreach for community education on protecting shorebirds

- Educated local beach-goers on shorebird conservation while accumulating pledge signatures & donations

Center for Environmental Education & Discovery (CEED) **Caleb Smith State Park, Smithtown, NY, 2018**
Northern Bobwhite Quail Reintroduction Program for natural tick mitigation

- Provided animal husbandry for 400+ quail chicks until they were hardy enough to be released onto parkland

RELEVANT WORK EXPERIENCE

U.S. Fish and Wildlife Service (USFWS) – Office of Communications **Remote**
External Affairs Consultant (Contract) **Feb. 2022 – Oct. 2022**

- Provided support and operational insight for various internal & external communications projects (e.g., substantive edits to agency style guide, researching best practices, auditing the Service's national media accounts, drafting reports providing formal recommendations for agency standards of practice in digital communications including climate-focused messaging, assisted in development of Service-wide training)
- Drafted creative content (e.g., blogs, posts, alt text, etc.) for the Service's national social media accounts & website
- Developed dynamic intranet SharePoint sites (e.g., Social Media Hub, Digital Standards of Excellence)
- Regularly coordinated with Service employees across programs; project management

World Wildlife Fund (WWF) – Policy & Government Affairs (PGA) **Remote**
Policy & Government Affairs (PGA) Internship **Jan. 2022 – May 2022**

- Tracked developments in Congress/WH; Researched & analyzed climate-focused and -adjacent legislation
- Attended Congressional hearings, coalition briefings, & shared detailed summary memos with the PGA team
- Obtained, organized, & submitted appropriations request forms on behalf of WWF & Renewable Thermal Collaborative (RTC); Developed a template for facilitating appropriations form completion
- Recorded legislative behavior of Congress members to identify climate allies and inform RTC engagement on the Hill
- Authored petition/action alert and ghostwrote Hill blasts & formal letters of support to Congress
- Updated Congressman bios and fulfilled other preparations for WWF's Lobby Day 2022
- Developed an internal event calendar for planning climate communications throughout the year

Hispanic Access Foundation (HAF) **Remote**
U.S. Fish and Wildlife Service Directorate Fellow – Office of Communications **May 2021 – July 2021**

- Incorporated feedback & perspectives from leadership & staff across programs with original ideas to author a Service-wide editorial calendar to inspire and guide content creation across USFWS
- Compiled 550+ holidays/observances into a filterable database (SharePoint List/Excel) to support agency comms
- DFP Social Media Survey to inform future digital communications and recruitment efforts: Helped develop survey questions; built out survey in Microsoft Forms; promoted survey to other fellows via email & Microsoft Teams; compiled, analyzed & reported survey data for 72 participants; co-led a virtual focus group
- Drafted original social media content for USFWS & DOI's national social media accounts (FB, X, LinkedIn)
- Developed a filterable social media tracking tool (via Excel spreadsheet) for USFWS-related posts made by MOC
- Edited & provided substantive feedback on multiple draft internal communications documents & guides
- Attended several relevant trainings & created summarizing documents to share with External Affairs staff

Wildlife Conservation Society (WCS) – Public Affairs **Remote**
Federal Legislative Internship **Jan. 2021 – May 2021**

- Tracked developments in Congress/Federal Agencies; Researched and analyzed legislation related to wildlife conservation, natural resources management and foreign policy
- Identified potential Congressional allies and environmental policy priorities
- Gained experience in Congressional engagement strategies, coalition work and the federal appropriations process
- Attended Capitol Hill briefings/hearings and authored summary memos to share with the Federal Affairs team
- Presented policy research to the Senior U.S. Policy Officer, Director and Assistant Director of Federal Affairs

Suffolk County Department of Social Services – Child Protective Services Bureau **Ronkonkoma, NY**
Investigations Caseworker **May 2016 – Dec. 2017**

- Conducted thorough investigations of alleged child maltreatment/abuse & meticulously documented such (CRM)
- Maintained and fostered cooperative relationships with the Suffolk County Police, DA's office, schools, medical professionals, family members & other relevant stakeholders
- Prepared petitions for submission to Family Court and formally testified on behalf of the county; took protective custody of children and arranged for emergency placement when necessary
- Developed customized service plans to prevent future incidents and meet family/agency goals

Suffolk County Department of Social Services – Medicaid Eligibility **Hauppauge, NY**
Social Services Examiner **Feb. 2009 – May 2016**

- Performed face-to-face and telephone eligibility interviews with applicants seeking health insurance coverage
- Educated applicants of public health insurance programs and other available social services
- Gathered required documentation & made Medicaid eligibility determinations in accordance with the law (CRM)
- Liaised with clients, representatives, medical providers & employers to retrieve required eligibility materials