

Ms. Kalie Lin Souto
111 Halket Street
Pittsburgh, PA 15213 US
Mobile: 6105706068
Email: kls203@pitt.edu

Availability:

Job Type: Permanent, Temporary, Term, Recent Graduates

Work Schedule: Full-Time

Work Experience:

IT-CNS

6401 Penn Ave
East Liberty, PA 15206 United States

08/2017-12/2017

Salary: 10.00 USD Per Hour

Hours per week: 15

Administrative Assistant/Customer Acquisition Intern

Duties, Accomplishments and Related Skills:

- Update database from 100 contacts to over 900 for new customer acquisition
- Manage and execute email and phone campaigns to acquire new customers
- Compile and collect data for feedback
- Assist with monthly updates for Czech headquarters
- Administrative support
- Assist with marketing campaigns
- Learn saftey4data software
- Skills: self-motivating, independent work, communication

Falk Laboratory School

4060 Allequippa Street
Pittsburgh, PA 15216 United States

02/2015-Present

Salary: 8.30 USD Per Hour

Hours per week: 20

Student Worker – Administrative Assistant and Extended Day

Duties, Accomplishments and Related Skills:

- Assist with regular administrative duties including sorting mail, answering phone calls, and registering visitors
- Assist with attendance of students, faculty and staff
- Utilize database software such as FileMaker Pro and Passage Point
- Use Microsoft excel, word, publisher and power point to complete organizational tasks

- Assist communications director
- Supervise activities of 80-100 children daily
- Assist with homework, snack preparation & distribution, and movement of children
- Ensure proper check in/check out procedures
- Accomplishments: pay raise based off of performance
- Skills: Adaptable, flexible, leadership, communication, Microsoft word, excel, power point and publisher, FileMaker Pro, Passage Point, Google Classrooms

Supervisor: Emily Harding (412 – 383 – 7026)

Okay to contact this Supervisor: Yes

Bethlehem Township Community Center

2900 Farmersville Road

Bethlehem, PA 18020 United States

06/2012 – 08/2017

Salary: 10.50 USD Per Hour

Hours per week: 36

Senior Leaders

Duties, Accomplishments and Related Skills:

- Responsible for supervising and coordinating five junior leaders and 100 children daily
- Act as liaison between junior leaders, senior leaders, supervisor, and recreational director
- Work in cooperation with two other senior leaders to establish a team orientated environment
- Lead program registration on three different days
- Organize and execute daily plans according to daily calendar
- Responsible for check in/check out procedures
- Responsible for creating and maintaining relationship between program and families
- Accomplishments: Promoted to senior leader in 2015; Obtained CPR certification every year; Voted most reliable by peers
- Skills: Leadership, team work, flexibility, communication, attention to detail, problem solving

Supervisor: Kylene Gill (484 390 1625)

Okay to contact this Supervisor: Yes

Student Computing Services

600 Epsilon Drive

Blawnox, PA 15238 United States

11/2015 – 4/2017

Salary: 9.00 USD Per Hour

Hours per week: 12

Lab Consultant/Printer Specialist

Duties, Accomplishments and Related Skills:

- Physically checked 8-10 printers remotely
- Maintained active printer status via CentreWare Software on 17-20 printers
- Made remote trips to troubleshoot printers
- Changed toners, drums, waste cartridges, and filled paper
- Troubleshoot problems on hardware or software
- Working knowledge of Pitt Printing Client, Pharos Print Management Software, and SharePoint
- Perform opening and closing duties
- Maintain clean lab environment
- Assist with customer questions on Microsoft Office Suite, Adobe products and email servers
- Strong understanding of MacOS, Windows 8 and Linux Red Hat
- Resolve issues regarding user accounts and passwords
- Accomplishments: Promoted to Printer Specialist
- Skills: customer service, problem solving, critical thinking, attention to detail

Cyber Quest

77 Sands Boulevard

Bethlehem, PA 18015 United States

05/2015 – 03/2017

Salary: 9.00 USD Per Hour

Hours per week: 15

Team Member

Duties, Accomplishments and Related Skills:

- Maintain knowledge of current sales and promotions and policies
- Describe game functions to customers
- Troubleshoot basic problems with games, kiosks, and POS machines
- Recommend and obtain prizes based on customer needs
- Compute sales, take payment, and operated POS software to complete transactions
- Perform opening and closing duties
- Skills: POS Software, Customer service, communication, problem solving, attention to detail

Supervisor: Adam Fingrutd (610 625 2306)

Okay to contact this Supervisor: Yes

Education:

University of Pittsburgh Pittsburgh, PA United States

Bachelors of Science 04/2018

Credits Earned: 96 Semester hours

Major: Information Science **Minor:** Administration of Justice

Relevant Coursework, Licenses and Certifications

- Database Management – MySQL and Oracle
- Telecoms & Networks
- Programming – Visual Basic and Java
- Web Programming – PHP, MySQL, HTML, CSS
- Computer Security – Virtual Machines
- Analysis of Information Systems – Agile and Waterfall, SDLC, Project Management
- Human Factors in Systems Design
- Cyber Security/Law/Money Laundering
- Federal and International Framework for Emergency Preparedness

Affiliations:

Phi Alpha Delta – VP of Service (2017), Service Chair (2016), Brother (2015-2017)

- Organized all service events for the fraternity

OCC Honorary Society – Member (2017-2018)

- Co-curricular honorary society; Part of the top 10% of class to complete the OCC

America Reads – Volunteer Tutor (2016-2017)

- Volunteered over 100 hours of service by creating lesson plans, site visits, outside volunteer hours, and attending leadership and diversity training

References:

Name	Employer	Title	Phone	Email
Kylene Gill (*)	Bethlehem Township Community Center	Recreational Director	484 390 1625	kylene@bethlehemtwp.com
Emily Harding (*)	Falk Laboratory School	Administrative Assistant	412 383 7026	ekharding@pitt.edu
Daryl Godfrey (*)	Falk Laboratory School	Extended Day Director		dag29@pitt.edu
Adam Fingrutd (*)	Cyber Quest – Sands	Manager	610 625 2306	

(*) indicated professional reference

Additional Information

- Arrival Survival Volunteer
- Certificate of Completion, Excel Master Class