

KALIE SOUTO

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I am an IT professional with over six years of experience in customer service which has provided several leadership roles that has translated to personable communication skills, flexibility and organizational skills to support multiple projects or people, and determination to find solutions all while maximizing the learning potentials of the position and helping others maximize the efficiency of their technology.

EXPERIENCE

SEPTEMBER 2018 – PRESENT

HELP DESK TECHNICIAN/PROJECT MANAGER, UNIVERSITY OF PITTSBURGH - SOE

- Provide quality support to faculty, staff & students of the department by utilizing help tickets, translating solutions into simpler terms, and personally addressing more difficult issues.
- Responsible for maintaining, troubleshooting, and training for all technical systems utilized within the School of Education's admission's department

FEBRUARY 2015 – AUGUST 2018

ASSISTANT DIRECTOR, FALK LABORATORY SCHOOL, EXTENDED DAY

- Responsible for over sixty children and fifteen workers, daily
- Create and maintain the relationship between the families, school community, and program

EDUCATION

AUGUST 2018

BS INFORMATION SCIENCE, UNIVERSITY OF PITTSBURGH

- Part of the inaugural class of the School of Computing and Information
- Minor: Administration of Justice
- Participated in two IT Project Management classes where we completed concept designs for outside stakeholders
- Related Courses: Database Management, IT Project Management, Analysis of Information Systems, Intermediate Programming using Java, Cyber Security, Human Factors in Systems Design

SKILLS

- Establishing and maintaining relationships
- Communicating with diverse populations
- Creating documentation
- Working independently and as part of a team
- Function and nonfunctional requirements gathering
- Proficient in Microsoft Office 365 applications

ACTIVITIES

JANUARY 2015 – DECEMBER 2017

VP OF SERVICE, PHI ALPHA DELTA, PRE-LAW FRATERNITY

- Organized all service and philanthropy efforts of the fraternity
- Created relationships with community partners and other University service organizations
- Other positions held: Service Chair (Spring 2016)

JANUARY 2017 – APRIL 2017

COMMITTEE MEMBER, SERVICE LEADERSHIP COMMITTEE

- Planned, lead, and advertised campus wide service events
- Provided support for the Student Civic Engagement Council

SEPTEMBER 2016 – APRIL 2017

VOLUNTEER TUTOR, AMERICA READS CHALLENGE

- Spent 100+ hours on site providing one on one tutoring
- Attended leadership and diversity trainings monthly
- Assessed needs of student and tailored lesson plans accordingly