

# Riley Nicole Rutigliano

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## EDUCATION

**University of Tampa**, Tampa, FL

Expected: May 2026

*Major: Bachelor of Science Cyber Security // Minor: Computer Science*

GPA: 3.8

## WORK EXPERIENCE

**The Goddard School of South Tampa**, Tampa, FL

September 2024-Present

*Academic Support Assistant*

- Delivered specialized academic support to students requiring additional instruction in literacy and numeracy, using data-driven strategies to improve student outcomes
- Collaborated with classroom teachers to develop and implement individualized education plans (IEPs), ensuring that lessons were adapted to meet diverse learning needs

**University of Tampa**, Tampa, FL

January 2024-Present

*Administrative Supportive Specialist*

- Handled a high volume of inquiries, both in person and via phone, providing accurate information and resolving issues promptly
- Demonstrated strong time management and multitasking abilities in a fast-paced academic environment.
- Matched students with appropriate tutoring resources, ensuring personalized and effective academic support
- Maintained detailed records of student attendance and session outcomes, contributing to the center's performance metrics

**University of Tampa**, Tampa, FL

December 2024-May 2024

*Peer Tutor: Business and Computer Science*

- Provided one-on-one and group tutoring sessions in Business and Computer Science, simplifying complex concepts and improving student comprehension and performance
- Developed customized learning strategies to meet individual student needs, resulting in enhanced academic outcomes and increased confidence in coursework

**Chefs of NY**

*Counter Service*

August 2018-Present

- Delivered superior customer service and developed relationships with existing and new customers
- Utilized strong problem-solving skills to address and resolve customer issues, maintaining a focus on data accuracy and privacy
- Managed and prioritized multiple customer orders efficiently, showcasing strong organizational skills in a high-pressure environment
- Demonstrated effective communication skills while maintaining customer satisfaction and operational efficiency
- Onboarded and mentored new employees, providing guidance and support to help them acclimate to their roles, which led to improved performance and team efficiency

## LEADERSHIP EXPERIENCE

**Sigma kappa Sorority, University of Tampa**

January 2024-Present

*Director of Continuous Open Bidding*

- Led and coordinated the continuous open bidding process, driving the recruitment of new members and ensuring alignment with sorority values and membership goals
- Developed and executed strategies to successfully increase new member recruitment by 15% by managing all aspects of the Continuous Open Bidding process
- Organized recruitment events and information sessions to engage potential new members, ensuring a welcoming and inclusive environment

## SKILLS

- Microsoft Office Suite
- Python and Java Programming
- Proficient in leadership, mentorship, and problem-solving
- Adaptable, ability to work under pressure, dedication, teamwork, creativity, and punctuality
- Organized and able to time manage