

Katherine Li

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Education

B.A. in Visual Arts and Information Technology & Informatics– *Rutgers University*

May 2014

Coursework included: e-commerce, graphic design (visual hierarchy, layout, typography), video, 3D animation, information visualization, web design, visual thinking (B&W, Color), database, information security, drawing fundamentals, information retrieval, computers and applications

Work Experience

Associate, Education Technology– *Challenger Center for Space Science Education*

January 2020 – Current

- Support and triage technology support tickets submitted by connected Center staff; support the maintenance of software and Intellectual Property developed and used by Centers and schools
- Setup the Zendesk technology ticketing support system to track and solve incoming ticketed issues
- Integrate Zendesk and Monday.com for non-Zendesk users to address and resolve related issues
- Develop User Guides for Center staff, Organization Administrators, teachers, and students to use and reference

Operations Associate– *American Corporate Partners*

March 2019 – January 2020

- Facilitating and managing 100+ yearlong career-guidance mentorships between ACP's Fortune 500 Corporate Mentors and eligible Veterans, by: conducting intakes to gather necessary Mentor and Veteran Background, effectively matching a Mentor-Veteran pair based on career/background fit, conducting monthly check-ins (fostering and troubleshooting mentorships) and providing tailored resources to strengthen mentorship goals
- Edit Women's Program Virtual Webinars connecting female veterans to female executives at partner companies
- Develop strategy and execution for new social media platforms for the Women's Program
- Update documents used by participants during the company's rebranding
- New employee onboarding of materials, IT setup and questions

Laboratory/Technical Assistant– *Rutgers University*

September 2017 – February 2018

- Create documentation on step-by-step on of the most often occurring tickets received (spam phishing emails, user reported spam, Lock/Unlock user accounts, copyright infringement, threat alerts)
- Take steps to remediate tickets and incidents received from users, departments, etc.
- Set up the necessary tickets and/or information for colleagues to follow up on

Software Engineer– *Tata Consultancy Services*

February 2015 – December 2016

- Received comprehensive training in object-oriented programming languages (Java/JSP/Servlets), web development technologies (HTML/CSS/Javascript), and databases systems (JDBC)
- Improved existing Development and Quality Analysis designs via collaborative team testing of Microsoft SharePoint

Skills

Software Applications

- Fluent in Adobe Suite (esp. Photoshop, Illustrator, InDesign, Premiere, and Flash)
- Experienced with NewTek LightWave for 3D Animation
- Proficient in Microsoft Outlook, Word, PowerPoint, and Excel

Web Design

- Proficient with Adobe Dreamweaver and Adobe Flash 2.0/3.0
- Coding experience in HTML/CSS, XHTML, MySQL, PHP, PHPMyAdmin, Python, Java, and jQuery
- Professional knowledge of and experience with Magento, Drupal, Wordpress, etc.
- Designed and maintained website for local Chinese restaurant, Holmdel High School National Art Society, and three companies while taking web design courses in Holmdel High School

Videography and Photography

- Experience with Final Cut Pro video editing program and Adobe Premiere video editing program
- Proficient with using video cameras for filming necessary for editing and output
- Specialized in nature, candid, action athletics, and special moments digital photographs

Volunteering

Mentor & Programming Lead, goIT - *Tata Consultancy Services*

June 2015–December 2016

- Mentor middle school and high school students by exposing and introducing the concept and immersion in programming via LEGO Mindstorms and MIT App Inventor
- Programming Lead at NYC program giving the students the initial exposure to programming and teaching them how to use MIT App Inventor
- Awarded the CSR-Best Initiative Award for “Taking initiative for an event outside of those already offered by TCS CSR. Impact on Focus Area- Health, Education, Planet. Use of Skill based volunteering. Client Engagement. Communication and Status updates.”

Social Media Experience

Douglass Residential College Social Media Intern

Sept. 2013 – May 2014

Social Media Intern

- Created visual content and collaterals; set up and managed social media campaigns and count downs for events and projects

Social Media Services, Activities, and Training

Microsoft YouthSpark Advocate, Microsoft YouthSpark

July 2014–June 2015

- Training on all essential skills to create and execute social innovation projects, including: project management, negotiation skills, financials, budgeting, funding, marketing, planning, and recruitment

TakingITGlobal – Toronto, Canada

Culture Connect Facilitator

March – April 2014

- Lead facilitator for the Culture Connect – Creatives Stream of ~60 participants by sending out weekly emails, posting my own photos to the online classroom, and answering participants' questions

On Site Volunteer

March 2014

- Created and edited content for Culture Connect, Member Story Tweetables, Youth Blogs, and Explore150 youth programs

Remote Volunteer

Aug. 2013 – June 2014

- Reviewed and selected members' artwork submissions to TakingITGlobal Global Gallery

Youth Blogger

Feb. 2014 – present

- Blogging about a variety of different issues

Sprout E-Course, certified by TakingITGlobal and Innovate for Good

April–June 2013

- Training on all essential skills to create and execute social innovation projects, including: project management, negotiation skills, financials, budgeting, funding, marketing, planning, and recruitment

Innovate for Good – Microsoft YouthSpark Program

March 2013 – present

- On-site and online training; received mentoring; accessing Innovate for Good community for launching social change ideas

United Nations Youth Programs

Rutgers United Nations Club – Public Relations Coordinator

Aug. 2013 – June 2014

- Created flyers and collaterals; reached out to and interacted with the student body, faculty, and student organizations

Douglass Friends of UNFPA – Chair, Social Media Committee

March – Oct. 2013

- Run social media websites and email accounts, designed flyers, posters, and social media for organization's movie screenings

UN Youth Assembly – Rutgers University Delegate

Jan. and Aug. 2013

- Focused on young professionals, organization social responsibility, and entrepreneurship for Millennium Development Goals

ECOSOC Youth Forum – Rutgers University Delegate

June 2014

- Focused on promoting deeper integration of youth into UN economic and social deliberations