

Katherine Baker

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Education

Carleton College, Northfield, MN
Bachelor of Arts, Computer Science major

Expected: June 2026

- Cumulative GPA: 3.87
- *Related Coursework:* Introduction to Computer Science, Data Structures, Math of Computer Science, Software Design, Computability & Complexity, Introduction to Computer Systems, Algorithms, Social Computing, Programming Languages

Work Experience

Project Manager, Particular Collective Jun. 2024-Present

- Oversee the completion of various short and long term projects by facilitating communication and collaboration between Developers, Project Managers, and clients
- Screen incoming email communication from clients and implement cross-departmental workflows to achieve successful outcomes to requested tasks
- Complete client requests and resolve technical issues within SLA
- Conduct thorough quality assurance on all completed projects, regardless of scope

ITS Helpdesk Associate, Carleton College Sep. 2022-Present

- Investigate, simplify, and solve a variety of technology issues for students, faculty, and staff on or off campus via phone, chat, email, and in person communication
- Systematize and compose tickets using TeamDynamix ticketing software
- Communicate and clarify information effectively regarding technology problems with supervisors, coworkers, students, faculty, and staff

Assistive Technology Specialist, Carleton College Jan. 2024-Present

- Collaborate with a small team to spearhead the restructuring, relaunching, and marketing of the Assistive Technology program
- Provide training and technical assistance on services including Smart Pens and Read&Write software
- Enhance community outreach by working directly with the Office of Accessibility Resources and Carleton Disability Alliance to improve outcomes for students who require accommodations

Seasonal Attendant, Baker National Golf Course Apr. 2022-Sep. 2025

- Provided quality customer service to upwards of 300 customers daily
- Facilitated safe and efficient food and beverage service
- Managed and calculated food and beverage sales on a daily basis

Leadership Experience

President, Gymnastics Club, Carleton College May 2023-Present

- Coordinate and communicate logistics of weekly group outings and various student outreach events using email and social media
- Calculate and present yearly budget proposal to Carleton Student Activities Board

- Manage Instagram account and market the club to new members

Skills

- Software Skills: VSCode, Overleaf, Microsoft Suite, Canva, Monday, JotForm, Gitlab, WordPress, Divi, Gravity Forms
- Language Skills: [Intermediate] reading, writing, and speaking of Spanish
- Other: Customer service, interpersonal skills, communication, writing, creative problem solving, organization, prioritization and decision-making, analytical thinking, time management, detail oriented