

Kaila Ho

Creative Technology and Design Student at CU Boulder
Student IT Staff at Integrated Teaching and Learning Laboratory

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EXPERIENCE

REI Lakewood—Retail Sales Specialist

JUNE 2018-JULY 2020, FEBRUARY 2021

- Worked as part of a customer service team to perform tasks such as inventory, cashiering, providing product information to customers, promoting co-op memberships, processing returns and exchanges, and managing online orders
- Acquired valuable skills such as customer service, stocking, order management, and inventory

IT Student Staff On-Campus Job— *University of Colorado Boulder*

APRIL 2022 - CURRENT

- Acquired vast IT knowledge through daily tasks such as troubleshooting hardware and software, generating reports using Power BI, active directory, and network management
- Used skills such as resilience and proactivity to enter a new field and quickly adapt to a new skillset and position

IT Student Staff Summer Internship— *University of Colorado Boulder*

MAY 2022 - AUGUST 2022

- Extended my time as an IT student staff to expand my knowledge via more involved tasks with asset management, network management, and audio/visual set ups
- Largely contributed to overhaul of the audio/visual set up and management in the building

EDUCATION

Lakewood High School —*High School Diploma*

AUGUST 2016 - MAY 2020

- Completed the International Baccalaureate Program as well as AP courses

University of Colorado Boulder – College of Engineering

Creative Technology and
Design, Computer Science
Minor

AUGUST 2020 - CURRENT

- Learning skills in computer science, design, UX/UI design, graphic design, and engineering courses

SKILLS

- C++, HTML/CSS, JavaScript
- Customer service
- Resourceful, work well on teams
- Responsible and organized
- Adaptable, eager to learn
- Adobe Creative Cloud (extensive Photoshop experience)
- Information Technology
- Creative and assertive

INTERESTS

- Art and graphic design
- Poster Design
- Product Design