

# Kaitlyn Rice

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## Education

**COMPUTER SCIENCE (BS) | DEC 2023 | WESTERN WASHINGTON UNIVERSITY |  
BELLINGHAM, WA**

- Minor: Psychology, UX Design
- Washington Opportunity Scholar

## Experience

**FRONT DESK ASSISTANT | WWU OFFICE OF ADDMISSIONS | JAN 2022 – PRESENT |  
BELLINGHAM, WA**

- Assist students and families who email, call, or come in with questions regarding campus visits, application information, and the Western Experience
- Aid in processing of application and transcripts
- Assist with mail, both regular and inter-office, and distribute to recipients in the office
- FERPA Rules and Regulations

**TEAM LEAD | ARTHUR & ASSOCIATES | NOV 2015 – PRESENT (SEASONAL) |  
BELLEVUE, WA**

- Know how to handle entire operation, including opening, closing, taking photographs, trouble shoots, etc.
- Organize employee availabilities and create schedule for a team of 20 people, including shift rotations.
- Act as a liaison between Arthur & Associates and Mall management, always maintain a professional image.

**CASHIER | SIRENA GELATO | APR 2018 – PRESENT |  
BELLINGHAM, WA**

- Greet customers, complete transactions, and give recommendations to ensure satisfaction and loyalty.
- Processed POS transactions, including cash and credit purchases or refunds
- Diligent about health concern issues, including allergies and maintaining a clean workspace.

## Skills & Abilities

### HARD SKILLS

Microsoft Office: Excel, Word

Payment processing

### SOFT SKILLS

Phone etiquette

Flexible

Troubleshooting

Teamwork