KATIE KLEIN

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TECHNICAL KNOWLEDGE AND SKILLS

Languages: Java, Python, HTML, CSS, JavaScript, C#
Database Management: MySQL, MongoDB
Operating Systems: Mac OS X, Windows
Tools and Applications: Git, GitHub, MS Office (Word, Excel, PowerPoint, Outlook)

EDUCATION

BS in Software Development   Expected Graduation: 2022
Bellevue University, Bellevue NE   GPA to date: 4.0/4.0
- Dean's List: Spring 2021

BA in English   2017
University of Wisconsin - Eau Claire, Eau Claire WI   GPA: 3.9/4.0
- Minor: Spanish
- Graduated with Honors

WORK EXPERIENCE

Library Circulation Assistant   February 2021 – June 2021
Bellevue University Library, Bellevue NE
- Assisted patrons with checkout, renewal, printing, scanning, and computer usage
- Created accounts for new patrons and updated existing database records as needed
- Transcribed over 4.5 hours of video interviews for library's digital archives

Event Administrative Specialist   2018 - 2020
Air Force Marathon, Wright-Patterson Air Force Base OH
- Managed set-up, oversight, and troubleshooting of runner registration platform, handling over 12,000 individual registrations
- Built 2019 event app using CrowdCompass for use by 20,000 participants and spectators
- Re-designed website to improve visibility of key pages and create user-friendly navigation in collaboration with Marketing Coordinator
- Managed government purchase requests totaling over $500,000
- Resolved customer service inquiries and issues to high customer satisfaction

Marketing Intern   January 2018 – May 2018
EMC Publishing, Saint Paul MN
- Curated and produced daily social media content for company accounts, resulting in 5% follower growth across all channels
- Created detailed spreadsheet containing data of over 130 clients and potential clients and their status in company database
- Authored and published 5 blog posts on company websites using WordPress