

# Kalie Souto

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111 Halket St, Pittsburgh, PA 15213 | 610-570-6068 | [KLS203@pitt.edu](mailto:KLS203@pitt.edu) | [kaliesouto.github.io/Resume](http://kaliesouto.github.io/Resume)

## Education

### **BACHELORS OF SCIENCE | APRIL 2018 | UNIVERSITY OF PITTSBURGH**

- Major: Information Science
- Minor: Administration of Justice
- Related coursework: database management, telecoms & networks, intermediate programming w/ java, web programming, computer security, analysis of information systems

## Work Experience

### **ADMINISTRATIVE ASSISTANT/CUSTOMER ACQUISITION INTERN | AUGUST 2017 – PRESENT**

- Update database from 100 contacts to over 600 contacts for new customer acquisition; manage and execute email and phone campaigns to acquire new customers; compile and collect data for feedback; assist with monthly updates for Czech headquarters; administrative support; assist with online marketing campaigns; learn the safety4data software

### **ADMINISTRATIVE ASSISTANT | FALK LABORATORY SCHOOL | JANUARY 2017-PRESENT**

- Assist with regular administrative duties including sorting mail, answering phone calls, and greeting visitors; assist with attendance of both students and faculty; utilize database software such as FileMaker Pro; use Microsoft Office Suite to complete organizational tasks

### **SENIOR CAMP COUNSELOR | BEHTLEHEM TOWNSHIP | APRIL 2015-AUGUST 2017**

- Responsible for supervising and coordinating five junior leaders and about 100 children daily; act as liaison between junior leaders, supervisor and recreational supervisor; work in cooperation with two other senior leaders to establish a team oriented environment; lead program registration

### **TEAM MEMBER | CYBER QUEST | APRIL 2015-MARCH 2017**

- Maintain knowledge of current sales and promotions, policies, and security procedures; describe game functions to customers; troubleshoot basic problems with games, kiosks, and POS machines; recommend and obtain prizes based on customer wants/needs; compute sales, take payments and operate POS software, performed opening and closing duties

### **EXTENDED DAY WORKER | FALK LABORATORY SCHOOL | FEBRUARY 2015-PRESENT**

- Supervise activities of around 80 children; assist with homework, snack preparation and distribution, and movement of children; ensure proper check in/out procedures

### **PRINTER SPECIALIST | STUDENT COMPUTING SERVICES | AUGUST 2016-JANUARY 2017**

- Physically checked 8-10 printers; maintain active printer status via CentreWare on 17-20 printers; change toners, drums, waste cartridges, and paper; trouble shoot problems on hardware or software

### **LAB CONSULTANT | STUDENT COMPUTING SERVICES | NOVEMBER 2015-AUGUST 2016**

- Open and close labs; maintain a clean and presentable lab; assist with customer's questions on Microsoft Office Suite, Adobe products, and email servers; have working knowledge of Mac OS, Windows OS, and Linux Red Hat

## Activities

### **MEMBER | OCC HONORARY SOCIETY | OCTOBER 2016-PRESENT**

- A comprehensive co-curricular program that includes experiences in leadership development, enhanced communication skills, global and cultural awareness
- Part of the top 10% of my class to complete the requirements

### **BROTHER | PHI ALPHA DELTA, PRE LAW FRATERNITY | JANUARY 2015-PRESENT**

- The only pre-law organization on campus working to help students make informed decisions about law school by creating networking abilities, LSAT preparation, and professional development
- VP of Service for 2017; service chair for the spring of 2016

### **VOLUNTEER | ARRIVAL SURVIVAL | AUGUST 2015 AND AUGUST 2016**

- Complete 12 hours of service per year with the campus move in program
- Volunteer (2015) and Supervisor (2016)

### **VOLUNTEER TUTOR | AMERICA READS CHALLENGE | AUGUST 2016-APRIL 2017**

- Complete over 100 hours of service; create weekly lesson plans; spend time one on one with students; attend diversity and leadership training

### **COMMITTEE MEMBER | SERVICE LEADERSHIP COMMITTEE | JANUARY 2017-APRIL 2017**

- Attend service events; plan and lead service projects for 5-20 people; participate in leadership development programs

## Skills

### **MICROSOFT OFFICE**

- Proficient in Microsoft Excel, Microsoft Word, Microsoft Power Point, Microsoft Publisher, Microsoft Outlook, Microsoft Access, Microsoft One Note

### **PROGRAMMING LANGUAGES**

- Experience/proficient in Java, Visual Basic, PHP, HTML, CSS, MySQL

### **SOFTWARE**

- Experience with FileZilla, MySQL Workbench, Text Editors: Notepad++ and Sublime, Fetch, XAMPP, MAMP, Safety4Data, CentreWare, Pharos Printing Client

## Certificates

### **CERTIFICATE OF COMPLETION – EXCEL MASTER CLASS | JULY 2017**

- Completed an online master class on Microsoft Excel