Kalie Souto

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# 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

# ADMINSITRATIVE 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 saftey4data 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

# 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 challenege | 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