

# Kayla K. Roush

456 Rockwood Drive, Elizabethtown, PA 17022

(717) 575-6139

roushkaylak@yahoo.com

---

---

## CERTIFICATION

Pennsylvania Department of Education  
Instructional 1, English 7-12 (3230)

May 2013

---

---

## EDUCATION

Elizabethtown College, Elizabethtown, PA  
Bachelor of Arts in Secondary English Education

May 2013

---

---

## WORK EXPERIENCE

### Management Technician

*Commonwealth of Pennsylvania*

April 2015 – Present

Department of Revenue, The Pennsylvania Lottery

- Provide clerical and technical support for Retail Operations division
- Assist Corporate Accounts Supervisor Managers with various tasks and projects
- Answer telephone and take messages from retailers
- Fax, scan, and make copies when needed

### Tax Examiner 1

*Commonwealth of Pennsylvania*

February 2015 – April 2015

Department of Revenue, Bureau of Individual Taxes

- Examined and processed PIT returns utilizing Multisess imaging system
- Analyzed PIT returns to determine cause of suspension and make appropriate corrections
- Utilized hold and message codes to notify taxpayer if additional information was required

### Data Entry Technician (Order Completion)

*Express Scripts, Harrisburg, PA*

August 2014 – January 2015

- Entered prescriptions into Alpha system using iPOC, mail, and fax
- Maintained productivity and quality standards
- Documented correspondence and follow up in system

### Long-Term Substitute, English Teacher

*Mechanicsburg Area School District, Mechanicsburg, PA*

January 2014 – June 2014

- Created and taught multiple units to enhance students' knowledge and understanding of reading comprehension, analysis, writing skills, and film
- Differentiated instruction among classes and students to meet diverse needs for ninth grade English, Movies and Meanings, and Reading Writing Workshop classes
- Integrated technology into the classroom to provide meaningful learning experiences
- Built rapport with students and faculty to cultivate strong relationships
- Attended trainings and meetings when required

**Daily Substitute Teacher**

*Mechanicsburg Area School District, Mechanicsburg, PA*

October 2013 – December 2013

*The Substitute Teaching Service, Central Pennsylvania*

September 2013 – December 2013

*Central York School District, York, PA*

September 2013 – December 2013

- Followed and implemented daily lesson plans left by the classroom teacher

**Extended Day Substitute**

*Elizabethtown Area High School, Elizabethtown, PA*

August 2013 – September 2013

- Instructed tenth grade English classes for Honors and On-Level students
- Created lessons that differentiated instruction for diverse learners with diverse needs
- Integrated technology into the classroom to provide meaningful learning experiences

**Activities Assistant**

April 2010 – August 2013

*The Hotel Hershey, Hershey, PA*

- Interacted with hotel guests directly and ensured guest satisfaction
- Answered phones and made reservations for children to attend sessions at the Cocoa Clubhouse
- Attended to areas around hotel grounds, including sports and outdoor pool complex, skating rink, and Cocoa Clubhouse

---

---

**STUDENT TEACHING EXPERIENCE**

Senior Level Professional Experience: Ninth Grade On-Level English

*Elizabethtown Area High School, Elizabethtown, PA*

January 2013 – May 2013

---

---

**RELATED EXPERIENCE****Forensics Team Volunteer/Coach**

*Mechanicsburg Area Senior High School, Mechanicsburg, PA*

January 2014 – March 2014

- Volunteered as a Coach on the Forensics/Speech Team
- Provided advice and feedback to students on speech performances during practice
- Judged various speech tournaments and competitions

**AmeriCorps Scholar**

*Elizabethtown College, Elizabethtown, PA*

August 2011 – August 2012

- Completed 300 hours of community service within the Central Pennsylvania region