

JAKE KAZI

2247 N. Camac Street, Apt. 5, Philadelphia, PA 19133 • jkazi@pa.gov • (570) 394-6845

EDUCATION:

Pennsylvania State University

B.S. Enterprise Risk Management

Minor: Information Systems Management

University Park, PA

Degree received: May 2014

GPA 3.42

- Received Scholars Lion Award for the highest cumulative GPA at Hazleton campus
- *Dean's List: Fall 2010, Spring 2011, Fall 2011, and Spring 2012*

WORK EXPERIENCE:

Bureau of Blindness and Visual Services, Office of Vocational Rehab. November 2015 – Present

Clerk Typist II

Philadelphia, PA

- Process counselors' travel-reimbursement requests and purchase orders for customers
- Proofread all documents and type written/transcribed case information, narratives, case progress notes, and correspondence into the Case Management Database
- Handle office mail and incoming calls, solve customers' queries, and utilize copy, fax, and postage machine

Agency Temporary Services, PA Office of Administration

June 2015 – November 2015

Limited Term Clerk Typist

Harrisburg, PA

Second Assignment (August 2015 – November 2015): Pennsylvania Farm Show Complex and Expo Center

- Input livestock data for competitive events and contacted farmers to gather information
- Answered phone, verified and entered competitions' results, and designed show flyers

First Assignment (June 2015 – August 2015): Pennsylvania Fish and Boat Commission

- Processed and input new boat-registrations and transfer-of-ownership applications

Sykes Enterprises, Inc.

July 2014 – June 2015

Customer Service Agent

Bloomsburg, PA

- Provided technical support to cardholders who were experiencing any type of issue
- Handled supervisor calls on lost, stolen, fraud, or dispute cases and rectified problems in an efficient manner
- Performed in the top three positions 8 times based on Key Performance Indicators utilized and followed by the company

Penn State Learning

September 2012 – May 2014

Math Tutor

University Park, PA

- Tutored students 12 hours per week in math from Intermediate Algebra to Calculus II
- Led group tutoring and developed mathematical skill for students having difficulties

Campus Retail Dining Student Employment Office

June 2013 – November 2013

Student Manager

University Park, PA

- Hired and scheduled 300 new and returning employees
- Conducted new employee-orientations and resolved student-employees' schedule conflicts

LEADERSHIP:

- **Smeal Case Competition Steering Committee** **September 2013 – May 2014**
- Served as a Marketing and Media Relations Coordinator by promoting the competition
- **S.T.A.R.T Conference** **October 2012 – March 2013**
- Served as a Corporate Representative to the conference by coordinating workshops

SKILLS:

- Proficient in Microsoft Office Suite, Basic knowledge in SQL, Access, and SAS