

# Kianna Burns

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## EDUCATION

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### Bachelors of Science in Information Technology

Jun '22 - Present

Florida Agricultural and Mechanical University | Tallahassee, FL

*School of Science and Technology*

## EXPERIENCE

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### Fleet Service Agent

Oct '24 - Present

American Airlines | Charlotte, NC

*As a Fleet Service Agent, my responsibilities are to load and unload baggage, operate ground equipment, and ensure aircrafts are prepared for safe, timely departures while adhering to safety regulations.*

### Customer Service Agent

Oct '23 - Jul '24

Envoy Air | Tallahassee, FL

*As a Customer Service Agent, my responsibilities included loading and unloading planes, checking in passengers, and getting passengers on board the aircraft.*

## LEADERSHIP EXPERIENCE AND ACTIVITIES

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### Member

Sep '22 - May '23

Club R.E.A.L. | Florida A&M University

*Real Estate Club*

### Media Team

Sep '22 - May '23

2026 Campus Activities Board | Florida A&M University

*Recorded the minutes for every meeting and event that occurred.*

### Secretary

Aug '23 - May '24

Women in S.T.E.M. | Florida A&M University

## PROJECTS

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### Portfolio Website

Dec '24 - Dec '24

A responsive one-page portfolio design.

## ADDITIONAL INFORMATION / VOLUNTEERING EXPERIENCE

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Florida A&M 2022 Housing Step Show

Florida A&M Fall 2022 Commencement Ceremony

## KEY SKILLS

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Microsoft Office

HTML

CSS

JavaScript

## CERTIFICATIONS/TRAINING

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Microsoft Word 2016