

K. Olivia Latham

(678-) 761-0816
kolatham96@gmail.com

WORK EXPERIENCE

H&R Block, Portland, OR—Associate Team Lead

November 2020-February 2021

- Scheduled appointments for English and Spanish speaking clients, ensuring that they were with tax preparers qualified to meet their needs.
- Managed tax preparers schedules, moving hours as needed.
- Facilitated scheduling, communicated available hours, gave direct
- De-escalated situations with frustrated clients, providing satisfactory solutions to their concerns.
- Analyzed data to effectively improve my office's performance and client service scores.
- Securely handled sensitive data, such as birth dates, SSNs, and phone numbers.

Jamestown Properties, Atlanta, GA — Tax Intern

May 2015 - March 2020

- Handled confidential information, ex. foreign investors' social security numbers, and government refund checks.
- Organized various files to exacting standards.
- Entered confidential data into multiple systems.

Office of Facilities, Agnes Scott College, Decatur, GA — Student Worker

August 2017 - August 2019

- Collaborated with the office manager and the department director, independently executing assigned projects, ex. setting up a new work order system.
- Created invoices for new vendors, ensuring all relevant paperwork is up to date.
- Managed bill tracking for all major vendors, ensuring that all monthly bills were paid on time by the department.
- Tracked all Avery Glen Apartments rent and insured all rent was paid correctly and on time.

STARTALK Chinese Language Learning Program, Agnes Scott College, Decatur, GA — Teacher's Assistant

June 2019 - July 2019

- Assisted with lesson planning and classroom organization.
- Executed various learning strategies, employing many techniques in order to maximize language acquisition.

SKILLS

Proficient in Microsoft Word, Adobe, and Excel.

Proficient in Google Docs, Gmail, and Slides.

Proficient in Praat, BrideTrak, Raiser's Edge, Moon, iChannel, Eclipse, Wix, and WordPress.

Quickly able to grasp new information systems.

Excellent research skills, ex. Identifying and summarizing relevant resources; keeping orderly track of resources and findings; writing summaries.

LANGUAGES

Advanced Mandarin Chinese

Conversational Spanish

Novice Turkish

AWARDS

Agnes Scott Honor Scholarship

Georgia Grant

Georgia Hope Scholarship

ASC Scholarship

Graduated Cum Laude

- Supervised, monitored, and assisted students.
- Executed research, setting up cameras for data collection. Each day, the STARTALK team analyzed the progress of the students, discussing effective strategies and its applications for future Second Language Acquisition research.

Office of Advancement, Agnes Scott College, Decatur, GA — Student Worker

August 2016 - May 2017

- Securely handled confidential information, ex. letters from alumnae, and donations to alumnae.
- Organized various files to exacting standards, scanning in information to Raiser's Edge.
- Entered confidential data into multiple systems, including alumnae addresses and other personal data.

EDUCATION

Agnes Scott College, Decatur, GA — Linguistics

August 2015 - December 2019

- Self-designed own major, creating proposal for major and arguing why it should exist before a committee. Linguistics was not offered at Agnes Scott College, but there is an option to create a major relevant to a student's interest, with a process that ensures the major is comparable to others offered at accredited institutions..
- Self-designed senior seminar, gathering learning materials and various articles, in order to complete a 15-20 page research paper. There were no senior seminars available relevant to my major, so I self-designed this course to ensure that my capstone course reflected my major.

PROJECTS

Content Manager— Life House Atlanta

I collaborated with the head of Life House Atlanta on updating and managing their website. My role was to evaluate the current website and update its appearance and interface, in order to make it more intuitive and user friendly. While working on this project, I was offered, and accepted, a position on the Advisory Board of Life House Atlanta.