Kynnedy Armstrong

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EDUCATION

University of Tennessee, Knoxville
Expected: December 2026
Bachelor of Science, Computer Science   *Knoxville, TN*
- **GPA: 3.57/4.0**

WORK EXPERIENCE

Girls Inc. of TN Valley   **Aug. 2025 – Present**
Program Facilitator   *Oak Ridge, TN*
- Facilitate hands-on STEM programming for girls ages 5-13, fostering early engagement of complex concepts through age-appropriate activities.
- Implement program strategies by adapting delivery methods in real-time to meet the changing interests and developmental needs of the girls.
- Provide dedicated mentorship and emotional support, acting as a trusted advocate to ensure every youth participant feels safe and encouraged to pursue their aspirations.
- Cultivate a supportive and inclusive classroom culture by facilitating collaborative projects.
- Oversee classroom operations, maintaining a well-organized and fully stocked environment conducive to learning and personal growth.

David's Bridal   **Jul. 2024 – Nov. 2024**
Customer Service Representative   *Knoxville, TN*
- Provided exceptional customer service across phone, virtual, and in-person interactions, ensuring a welcoming experience.
- Managed customer flow and prioritized multiple clients to support smooth operations and meet store goals.
- Resolved customer issues professionally, escalating when necessary, to ensure satisfaction and retention.
- Promoted alterations and personalization services, driving upselling opportunities.
- Maintained store standards, processed transactions accurately, and supported inventory management for a seamless shopping experience.

VOLUNTEERING

Bartlett Public Library   **Summer 2018**
- Operated record-keeping system to organize and retrieve customer-provided data.
- Provided assistance to customers and employees whenever necessary.
- Recorded and updated information regarding children participation in library-sponsored events.

SKILLS & INTERESTS

- **Programming Languages:** Python, Java, C/C++
- **Web/Database Management:** SQL, HTML, CSS, JavaScript, TypeScript
- **Skills:** Microsoft Office, Google Suite, 90 WPM with 100% accuracy
- **Languages:** English (Native), Spanish (Limited Working)
- **Interests:** Creative Writing, Reading Mystery, Crocheting and Fiber Arts, Language Learning