

# SAVANNAH AMDAHL



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Knoxville, TN 37920

## Education

### B.S. in Deaf Education

*University of Tennessee, Knoxville*

*May 2020*

*GPA: 3.99*

- **Minors:** American Sign Language & English

### B.A. in Geography

*University of Tennessee, Knoxville*

*Expected Graduation: May 2023*

*GPA: 3.99*

- **Concentration:** Geospatial Science & Technology

## Certifications

### Career Advocate Program

*UTK Center for Career Development &*

*Academic Exploration*

*Aug. 2021*

### Heartsaver: CPR & AED

*American Heart Association*

*Nov. 2020*

### Safe Zone Tier I and Tier II

*UTK Pride Center*

*May 2020*

### Mental Health First Aid

*National Council for Behavioral Health*

*Feb. 2020*

## Publications & Presentations

### Becoming a Confident & Competent Peer Tutor – Poster Presentation

*Southeast Writing Center Association*

*Conference – Myrtle Beach, SC*

*Feb. 2019*

### Tutoring Best Practices Peer Workshop

*Haslam School of Business Writing*

*Studio, The University of Tennessee*

*Aug. 2018*

## Professional Experience

### Administrative Support Assistant II

Mar. 2021 - Present

*Office of Information Technology, HelpDesk*

*University of Tennessee, Knoxville*

- Provided frontline service and information for internal and external inquiries directed to UT information services
- Connected over 1500 callers with departments and individuals, and provided general campus information
- Communicated with and provided support to users via TeamDynamix regarding the COVID Technology Assistance Program, Duo: 2-Factor Authentication, network registrations, password resets, Canvas, and other miscellaneous requests

### Office Assistant

Feb. 2020 - Present

*Strategic and Intensive Writing Instruction Project*

*University of Tennessee, Knoxville*

- Developed a system for organizing project files
- Notified project team members about updates and ongoing issues
- Gathered information and created educational materials for classroom use
- Performed clerical duties and detailed data-entry

### Undergraduate Peer Writing Tutor & Mentor

Jan. 2018 – Dec. 2020

*The Judith Anderson Herbert Writing Center*

*University of Tennessee, Knoxville*

- Consulted on written assignments and projects for undergraduate and graduate students
- Conducted qualitative research for tutor assessment measures
- Trained and mentored new undergraduate tutors
- Provided front desk services including greeting visitors, checking in students on the Excel workbooks, and answering phones on a multi-line telephone
- Organized team building and development activities

### Administrative Assistant & Math Tutor

Dec. 2018 – May 2019

*A Tutor's Touch - Knoxville, TN*

- Contacted customers whose information was out of date and updated information in client portal
- Contacted customers for weekly check-ins and updated administrators with customers responses
- Tutored middle school math concepts, assessed student progress, and created plans for instructional content
- Performed other clerical duties as assigned

## Academic Experience

### Becoming a Confident and Competent Peer Tutor

Nov. 2018 – May 2020

*Honors Qualitative Research Thesis*

- Researched, compiled, and examined existing literature in the field
- Completed ethics training and submitted proposed study for IRB approval
- Designed and distributed survey, interview, and focus group questions

### Teacher Assistant

Jun. 2018 – Jul. 2018

*Southeast University Summer Immersion Camp*

*Nanjing, China*

- Collaborated with lead teacher to design and implement two-week summer English course
- Organized and created educational materials for class use