

AMELIA BURLINGAME

Education Professional and Library Science Major

ameliaburlingame@gmail.com 808-383-2044

OBJECTIVE:

Detail-oriented professional with more than 10 years' service industry experience and a proven knowledge of communications, records management, and procedure standardization. Aiming to leverage my knowledge in history and skills in information organization in an archive or museum environment.

EDUCATION:

University of Missouri, Master of Library and Information Science with Archive Emphasis
Columbia, MO, *in progress*

Region XIII, Certification in Secondary Education, Social Studies
Austin, TX, *June 2018*

CUNY Hunter College, Bachelor of Arts: History
New York, NY, *December 2014*

Windward Comm. College, Associate of Arts: Liberal Arts
Kane'ohe, HI, *December 2008*

EXPERIENCE:

Clearlight Infrared Saunas

Customer Care, Administrative Professional

Austin, TX

March 2022 – Present

- Answer questions or resolve issues to maintain customer satisfaction.
- Facilitate correspondence between customer and various departments, dependent on query or complaint.
- Assist third-party dealers in placing orders and understanding inventory availability.
- Manage records in lead, sales, shipping, and dealer databases.

Austin Can Academy

Social Studies Teacher

Austin, TX

August 2017 – February 2022

- Observe and evaluate students' performance, and make adjustments to instruction as needed.
- Guide and counsel students with accommodations or academic problems, or special academic interests.
- Meet with other professionals to discuss individual students' needs and progress.
- Collaborate with other teachers and administrators in the development, evaluation, and revision of academic materials and instructional methods.

BookPeople

Book Seller

Austin, TX

October 2015 – July 2017

- Greet customers and determine what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the store, books, and merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges.