Kaighla Van Sant

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EXPERIENCE

Frontier Airlines–Lead Customer Service Agent

July 2022 - june 2023

- Coordinated with airline customer service agents in a collaborative team environment and provided support to colleagues to resolve customer challenges and issues
- Performed account lookups, verified travel documents, and provided information to travelers to ensure safe boarding and proper accommodations
- Worked closely with other agents to maintain good customer service skills within my team

Walmart– Digital Shopper

August 2023 - April 2024

- Work closely with customers to ensure all shopping needs are met
- Provide good customer service on the sales floor and outside
- Actively listen to a client's preferences, needs, and concerns

2k– Quality Assurance Tester

April 2024 - present

- Tested video games and worked closely with the development team.
- Creatively tested video game environments in unexpected ways to find bugs.
- Isolated and identified bugs and how they occurred within the gaming environment.
- Wrote technical reports and submitted them.

2k–Associate Product Manager (temp learning opportunity)

February 2025 - October 2025.

- Helped define the strategy for the long term game.
- Identified player needs.
- Assisted in managing the product roadmap.

EDUCATION

SKILLS

Good communication

Computer Skills

Critical thinking

Fast learner

Organization skills

Customer service

Adobe Software

C++ (Beginner)

AWARDS

Deans list at Columbus state community college–2021

National Society of high school scholars– 2021

Deans list at University of Nevada, Las Vegas– 2021

Deans lists at University of Nevada, las Vegas– 2022

LANGUAGES

English

Pidgin Sign Language (PSE)

Ohio Virtual academy- High School

August 2017 - June 2021

- Graduated high school with a 3.8 GPA.

University of Nevada, Las Vegas- Bachelor of Arts in Computer Science

August 2021 - present

- Computer science major with a goal to become a tech artist.
- Expected to graduate in 2026/2027