### KATELIN E. SEO

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### OBJECTIVE

To obtain a position within both the Criminal Justice and Project Management fields that allows me to utilize my college education and work experiences to make a solid contribution to the staff and team.

**SUMMARY**

* **Customer Service:** Build positive customer relationships through face-to-face communication, telephone, and written correspondence.
* **Office Skills:** Maintain documentation at high volumes, perform budget duties, installsoftware programs and set up computers for ITT. Convert and transfer data to specified computer programs at a high volume.

### EDUCATION

**Indiana Wesleyan University, Indianapolis, Indiana June 2013- August 2013**

* **Bachelor of Science, Criminal Justice, GPA: 4.00/4.00 with High Honors**
* Classes: Business Negotiation, Quantitative Analysis, Criminal Law, Cybercrime,

Investigations: Criminal/Forensics/ and Crime Scene, Criminal Justice Organization & Administration

**ITT Technical Institute, Indianapolis, Indiana Graduate: March 2013**

* **Bachelor of Science, Project Management and Administration, GPA: 3.39/4.00**
* Classes: Project Management Tools & Techniques, Project Communication & Documentation Project, Procurement & Contract Management, Cost & Budget Management

**ITT Technical Institute, Indianapolis, Indiana Graduate: June 2011**

* **Associate of Applied Science, Criminal Justice, GPA:3.59/4.00 with Honors**

**WORK EXPERIENCE**

**KinderCare Learning Centers, Carmel, Indiana**

**Teacher, November 2013- Present**

* May share lead responsibilities with Teacher I and Assistant Teachers
* Engages with current and prospective parents and family members and is responsive to their needs
* Complies with KLC and all governmental regulations regarding the care of children
* Understands responsibilities as a mandated reporter
* Keeps the Director informed of any necessary information regarding the care and safety of children
* Completes timely and accurate documentation according to KLC and other licensing or regulation requirements
* Assists and accepts responsibility in other daily center duties that might be temporary in the event other personnel are not available
* Attends and participates in all staff meetings, center events, and parent/customer meetings as requested

**YMCA of Greater Indianapolis, Fishers, Indiana**

**Youth Enrichment - Activity Leader &** **Child Care Aid - Child Watch, September 2013 - Present**

* Assist in providing a quality environment for each child while maintaining program schedules
* Meet the goals and objectives of the Youth Enrichment and Child Watch programs
* Be responsible for the safety of the children and follow all emergency procedures
* Attend all staff meetings and training programs to enhance my skill level
* Put safely first in all activities by using developmentally appropriate activities at all times
* Professionally handle any conflict and emergency situations that may arise with members or staff
* Provides positive interaction with children, parents and staff to promote a healthy environment
* Assist in planning/implementing the daily programs and food preparation for a specified group
* Promote the YMCA programs through building positive reactions with school personnel
* Perform quality program activities and food preparation for a specific group
* Implement marketing initiatives

**Aerotek Consultants – Roche Health Solutions, Fishers, Indiana**

**Document Imaging Specialist, October 2013 – November 2013**

* Review and validate data to meet a quality performance standard
* Report any non-compliance activity to supervisor
* Process routine request received from internal/external sources including telephone, mail, and electronic communication
* Scan all documentation in the imaging system and enter data into respective systems
* Identify gaps and inconsistencies in data and communicate to Customers and the Sales Department
* Document and enter information into appropriate systems. Scan file documents and create/maintain document files
* Routinely audit information to ensure policies and procedures are being followed and in compliance with company’s standards
* Create and maintain tracking of archival database according to established guidelines and procedures.
* Generate departmental reports and track metrics as needed

**Smart IT - Sallie Mae, Fishers, Indiana**

**Contract Loan Conversion Analyst, March 2012 - September 2013**

* Assist in the identification and testing of system and processing improvements
* Maintain spreadsheets of loan conversions for the Loan Acquisition Team
* Perform timely and accurate manual notes or post examinations of automated paper and/or imaged borrower records to ensure compliance with all servicer/guarantor requirements
* Perform various conversion functions to equip loans for the Sallie Mae computer system
* Analyze loans that are having trouble converting and use all provided techniques to clear errors
* Perform security measures to comply with Sallie Mae’s policies and ensure proper protection of account holder’s private information

**ITT Technical Institute, Indianapolis, Indiana**

**Federal Work Study, September 2010- March 2013**

* Handle and distribute incoming and outgoing mail
* Support the bookstore department and perform other duties as assigned
* Support and assist with the IT department throughout the school
* Assist Financial Aid Coordinators with printing letter cards, grade reports and filing documents

**Carmel Clay Parks and Recreation, Carmel, Indiana**

**Extended School Enrichment - Inclusion Facilitator, August 2006 - October 2009**

* Planned, coordinated, and implemented educational and recreational activities with students.
* Supervised and implemented all safety protocols and guidelines according the district and park code for 100 individuals
* Mentored students and aided in their development and progress
* Effectively communicated with parents regarding their children’s progress
* Coordinated and helped prioritize issues with co-workers for the efficient administration of programs