

# Kaitlyn Starke

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**EDUCATION:** TEMPLE UNIVERSITY, College of Liberal Arts, Philadelphia, PA  
*Bachelor of Arts in History & Psychology (minor), Graduation: May 2017*  
GPA: 3.5

## **EXPERIENCE:**

Wawa, Inc.

**Customer Service Associate** | *October 2018 - Current*

- Greet and assist customers to ensure a positive shopping experience
- Represent Wawa brand by exemplifying Wawa Core Values: Value People, Delight Customers, Embrace Change, Do the Right Thing, Do Things Right, and Passion for Winning

Independent Contractor

**Temporary Substitute Teacher** | *August 2018- November 2018*

- Substitute teach at several Philadelphia Charter Schools for various grades and subjects

Simon & Simon, PC / EGIS International, Inc. | *Philadelphia, PA: June 2017-July 2018*

**Intake Specialist/Investigator**

- Trained and mentored new Investigator/Intake Specialists
- Established rapport with people from all areas and backgrounds
- Traveled to several appointments a day to meet with potential legal clients of a major law firm
- Explained complex legal documents to potential clients of the law firm
- Conducted a detailed intake interview to gather all pertinent information from the new client

**Litigation Paralegal**

- Managed several cases and completed tasks in a fast-paced and deadline-driven environment
- Reviewed in detail and analyzed medical, insurance, billing, loan, and legal documents
- Problem solved issues regarding a case in a timely matter
- Interacted with clients, medical facilities, and insurance adjusters on a regular basis

Teamwork Wins, Ltd. | *Harleysville, PA: June 2009–August 2016*

**Peer Mentor/Job Coach/Asst. FTC Specialist**

(*FTC: Focus, Transitioning, Communication*)

- Coached teens one-on-one on skills on communication skills/get a job/driver's permit/etc.
- Planned and coordinated group activities with focusing on FTC skills from ages 5-16
- Mentored children/teens with Asperger's/ADHD, and sensory challenges

**Administration Assistant**

- Communicated with team members through social media, trainings and meetings
- Assisted coordinating events to raise awareness, updating database, and designing flyers/presentations

Ruffalo Noel Levitz | *Philadelphia, PA: May 2015- June 2016*

**Student Caller**

- Contacted prospective students via phone
- Assisted students with a wide range of information regarding Temple University

## **Honors and Certifications**

Licensed Cosmetologist

The National Society of Collegiate Scholars 2015

Golden Key International Honor Society