

# KATHLEENA LY

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## EDUCATION

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The Evergreen State College – Tacoma Program

**Bachelor of Arts, Emphasis – Public Health**

Tacoma, WA

*Sept 2017 - Jun 2019*

Highline College

**Associates of Applied Science in Human Services**

Des Moines, WA

*Jan 2016 - Jun 2017*

Green River College

**Associates of Arts Degree**

Auburn, WA

*Sept 2013 - Dec 2015*

## PROFESSIONAL WORK EXPERIENCE

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### **Human Resources Consultant 1**

*Criminal Justice Training Commission, Burien, WA | Jun 2022 – Present*

- Conduct new employee orientations and onboarding processes for new staff
- Creating and maintaining personnel files for over 90 staff members and record filing of confidential matters
- Maintaining proper file and records management according to state retention policies
- Responds to inquiries from employees, managers, and members of the public; assesses client needs, identifies, and evaluates options, and recommends courses of action

### **Head Coach**

*North Pacific Juniors Volleyball Club, Auburn, WA | Dec 2021 – Present*

- Provide coaching, training and player support at practices and tournaments.
- Teaching technical skills and techniques while modeling and balancing hard work, fun and discipline
- Provide guidance to volleyball players on court and ensure players receive adequate support

### **Public Benefits Specialist**

*Dept of Social and Health Serv, Kent, WA | Dec 2019 – Jan 2022*

- Conduct intensive interviews with civilians to determine eligibility/re-eligibility for financial, medical, and/or food assistance benefits
- Explain program requirements, application procedures, and services available
- Determine eligibility/re-eligibility for public assistance by collecting in-depth information from division information systems such as Barcode, ACES Online and ACES 3G. Advise applicants of available services, program requirements, application procedures, and verification needs.
- Conduct inquiries to screen requests for assistance by telephone, in person, fax, email, and online resources

### **Student Trustee**

*The Evergreen State College, Olympia, WA | Jun 2018-Jun 2019*

- A governor appointed member of the Board of Trustees that worked alongside 7 other Trustees to provide long-term strategic leadership.
- Served as a student liaison. Built student rapport by attending leadership, club and campus community meetings and presented at Board Meetings on student concerns and interests

### **Graduation Coordinator**

*The Evergreen State College, Tacoma | Mar 2018 – Jun 2018*

- Planned and coordinated the Class of 2018 Graduation celebration.
- Formulated rapport with the graduating class of 2018 to seek ideas and themes. Communicated via email and phone to invite keynote, commencement, and guest speakers.
- Negotiated contracts with community vendors to provide food, entertainment, and décor.

- Coordinated and supervised a group of over 15 student volunteers to help with the set up and breakdown of the event.

### **Summer Intern**

*Dept of Social and Health Serv, Olympia, WA | Jun 2017 – Jul 2017*

- Created SharePoint lists and managed sites and permissions
- Assisted in process management and developed methods to track data via SharePoint
- Performed administrative duties such as filing, phone and email communication via Outlook.
- Attended leadership meetings and professional development trainings with the summer intern cohort

### **Career Consultant**

*Highline College, Des Moines, WA | Jun 2016 – Jun 2017*

- Provided 1 on 1 resume and cover letter assistance for students and alumni for employment on and off-campus
- Utilized career resources for student development: Accu-track, WOIS, Career Coach, and Winway
- Coordinated events, career workshops and employer tabling events
- Performed front-desk customer service duties such as greeting students and staff members, responded to inquiries and other front-desk receptionist duties
- Participated and excelled in leadership and professional development trainings

### **ASGRC Chief Justice (Student Government)**

*Green River College, Auburn, WA | Aug 2014 – Jun 2015*

- Participated in formal weekly senate meetings, listened to students' issues and concerns, and addressed campus changes with senate members and staff
- Sat as the chairperson for the Judicial Board and ratified campus clubs with other senate members of the board
- Promoted Student Government and built student rapport through campus coordinated events
- Maintained physical and electronic records of club paperwork and student records
- Performed front-desk administrative duties such as greeting students, staff, faculty, and community members that visited the student leadership office and assisted in inquiries
- Participated and excelled in leadership and professional development trainings both on and off campus with other student leaders from other colleges