

Kainoelani Lee

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Education

- 08/2012 – 05/2017: **Bachelor of Arts** *Fort Collins, USA*
Major: Journalism and Media Communications
Minor: Information Science and Technology
Colorado State University
Honors/Awards: Deans List (Fall 2015, Summer 2016) for earning a minimum 3.80 GPA while enrolled in a minimum of 12 credits during the semester, Greek Leadership Honor Society – Order of Omega
- 02/2016 – 05/2016: **Semester Abroad:** Field Studies in Journalism and New Media *Rabat, Morocco*
School for International Training/Center for Cross Cultural Learning

Work History

- 02/2017 – Present: **Customer Service Professional**, wrkk *Telecommute, Austin, USA*
- Provide support by answering customer inquiries via voice, email, and chat.
 - Communicate with internal teammates, clients, and account managers about services and trends in order to resolve customer inquiries and exceed service delivery standards.
 - Resolve/complete 8-10 client/customer tickets per hour
- 09/2017 – Present: **English Language Instructor**, Berlitz Corporation *Rabat, Morocco*
- Plan, prepare and deliver lessons to children aged 6-11
 - Create and prepare tests, assessments and quizzes
 - Prepare classroom and coursework material
 - Attend and contribute to teacher training/meetings
- 10/2017 – 02/2018: **English Language Instructor**, Center for Modern Languages *Rabat, Morocco*
- Plan, prepare, and deliver lessons to a range of classes and age groups
 - Tutor students on an independent level
 - Create and prepare tests, assessments and quizzes
 - Prepare classroom and coursework material, including syllabus and homework assignments
 - Organize social media and cultural activities
 - Attend and contribute to teacher training/weekly meetings
- 03/2017 – 09/2017: **Business and Industry Student Pathways Intern**, United States Department of Agriculture *Hilo, USA*
- Maintained electronic and manual files; collected, gathered, and compiled data; operated automated systems
 - Assisted with preparation of loan processing, servicing and closing documents; provided information to borrowers and applicants on loan/grant programs, eligibility and funding
 - Assisted with review of loan applications for completeness and conformance with agency regulations
 - Received visitors and answered telephone inquiries
 - Assisted with and attended community outreach events
 - Created flyers for advertising sales
- 10/2015 – 02/2016: **Student Ambassador**, Uber *Fort Collins, USA*
- Promoted Uber via personal and professional networks, and educated and maintained a quota of customers per week
 - Sourced potential partnerships with Colorado State University organizations, events, and parties

Unpaid Internship Experience

- 05/2016 – 08/2016: **Writer, Photographer**, Morocco World News *Rabat, Morocco*
- Hours per week: 20
 - Wrote daily news articles about Morocco, the Middle East/North Africa, and the United States
 - Promoted MWN via professional social media pages
 - Photo essays consisting of 250 word paragraphs, with at least 20 photos accompanied with captions
- 05/2016 – 07/2016: **English Language Instructor for Adults**, MADA Center for Studies and Humanities Research *Casablanca, Morocco*
- Hours per week: 6
 - Executed weekly lesson plans to intermediate level learners on English, grammar and vocabulary, reading, writing and speaking
 - Participated in department development functions
- 02/2016 – 05/2016: **Writer, Photographer, Social Media Manager**, Reporting Morocco (Round Earth Media) *Rabat, Morocco*
- Hours per week: 20
 - Promoted and updated Reporting Morocco daily with news articles and photo journalism via professional Facebook page
 - Advertised RM to gain more followers and readers, and analyzed statistics on views/follows via professional social media pages
- 10/2015 – 01/2016: **Arabic Language Teacher's Assistant**, School for Libyan Children, Colorado State University *Fort Collins, USA*
- Hours per week: 4
 - Executed weekly lesson plans to children ages 4-6 on writing, reading, and speaking Arabic

Certifications

- 10/2016: **TESOL/TESL/TEFL Certification (180 Hours)** *Denver, USA*
Oxford Seminars

Volunteer

- 07/2016: **Fundraiser** *Rabat, Morocco*
- Successfully raised over 15k in one week for a family whose house burned down
- 09/2015 – 11/2016: **Advocate, Volunteer**, Fort Collins Rescue Mission *Fort Collins, USA*
- Hours per week: 5
 - Contributed to meal serving, cooking, and cleaning
- 05/2016 – 08/2016: **English Language Instructor**, Foundation Orient Occident *Rabat, Morocco*
- Hours per week: 4
 - Non-governmental organization, assists individuals with immigration, refugee crisis, education and culture
 - Executed weekly lesson plans to beginner-intermediate level learners on English, grammar and vocabulary, reading, writing and speaking
- 08/2013 – 01/2016: **English Language Conversation Partner**, INTO English Program, Colorado State University *Fort Collins, USA*
- Hours per week: 2
 - Met with students twice a week to help with English language progression, homework and activities
- 08/2012 – 12/2015: **Advocate, Participant**, SLICE, Colorado State University *Fort Collins, USA*
- Pine Ridge Reservation, South Dakota; Red Cloud Renewable Energy Center; Sustainability/Lakota Community: Volunteered with the Red Cloud Renewable Energy Center, home to the Food Sovereignty Program's "Solar

Warrior Farm," and dedicated to growing a wide variety of native and heirloom fruits and vegetables. Worked with Trees, Water, People's Food Sovereignty Program which provides a functional and educational example of sustainable food production for tribal communities. Dug and installed a mile-long electrical line.

- Washington, D.C.; Homeless Challenge Project/National Coalition for the Homeless; Homelessness: Participated in a 72 hour 'homeless challenge' through the National Coalition for Homeless, where I slept on the streets of Washington D.C. during the winter, dumpster-dived, panhandled and got to know the local homeless community in order to understand an inch of what homeless peoples continue to endure on a daily basis. After completing the 'homeless challenge', I volunteered at Charlie's Place, a local organization that assists in feeding and hosting homeless people.

Skills, Affiliations

Skills: Project Management, Technical Writing, Java, Information Science, Strategic Influence, Copy Editing, Web/Document/Information/Instructional Design, Adobe Applications, User Assistance, Newsletter Writing, User Manual Writing, Visual Basic, Advertising, Marketing, Leadership, Teaching English as a Second Language, Problem Solving, Computer Proficiency, Customer Service, Quick Learner, Self Starter, Communication, Fundraising, Journalism, Teamwork, Energetic, Organized, Time Management, Social Media/Blogging, International Relations, Public Speaking, Event Planning

Affiliations: Greek National Honor Society Alumna - Order of Omega, Alpha Phi Gamma Sorority Inc. Alumna

References

Robin Sato

Employer: United States Department of Agriculture
Title: Single Family Housing Specialist
Address: 154 Waianuenue Ave. #327 Hilo, HI 96720
Phone: +1 (808) 933-8380
Email: Robin.Sato@hi.usda.gov

John Hiduchick-Nakayama

Employer: United States Department of Agriculture
Title: Human Resources Manager, Personnel Misconduct Investigator
Address: 154 Waianuenue Ave. #327 Hilo, HI 96720
Phone: +1 (808) 933-8380
Email: John.Hiduchick@hi.usda.gov

Anna Jacobs

Employer: School for International Training, School of Governance and Economics
Title: Academic Director, Adjunct Professor
Address: 1 Kipling Rd, Brattleboro, VT 05301
Phone: +212 613-132707
Email: anna.jacobs@sit.edu

Deborah Yeung

Employer: Colorado State University
Title: Career Center – Outreach and Events Manager
Address: Colorado State University, Fort Collins, CO 80523
Phone: +1 (970) 491-6563
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