

Katie Kurylo

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EXPERIENCE AND KNOWLEDGE

- Excellent communication skills; can handle multiple inquiries and impart vital information.
- Experience with composing press releases, public service announcements and articles.
- Proven capabilities with various forms of media including social media and brochure and newsletter design to promote projects and events.
- Ability to lay out and design newsletters and brochures in various softwares.

COMPUTER SKILLS

- Microsoft Office
- Adobe Photoshop
- Adobe InDesign
- Adobe Dreamweaver
- Adobe Flash
- HTML and CSS
- Content Management Systems

PROFESSIONAL EXPERIENCE

U.S Department of Treasury - Internal Revenue Service
Telephone Contact Representative

Pittsburgh, PA
(10/2010-Present)

- Diffuse angry and emotional taxpayers with communication skills
- Conduct appropriate research in a timely and courteous manner
- Order forms and publications for taxpayers on request
- Assist taxpayers with technical tax law questions
- Negotiate payment plans for owed back taxes

Allegheny County Department of Human Services
Webmaster Intern

Pittsburgh, PA
(05/2009-08/2009)

- Wrote public service announcements and press releases for Candidate's Comedy Night 2009
- Utilized social media in promotion of fundraising events
- Updated DHS website by using Ektron Content Management System Database
- Conducted media relations with local radio stations

Center for Student Leadership and Development
General Receptionist and Clerical Duties

Slippery Rock, PA
(09/2008-05/2009)

- Answered multi-line phone program inquiries, directed calls to appropriate staff
- Created and maintained budget spreadsheets and reimbursement documents
- Disturbed and maintained confidential files
- Sorted and delivered mail

EDUCATION

Slippery Rock University of Pennsylvania
Bachelor of Science in Communication

Slippery Rock, PA
(09/2006-12/2009)

- Graduated with honors - Magna Cum Laude
- President of SRU's chapter of Public Relations Student Society of America (PRSSA)
- Honors Program (Member and Mentor)
- Contributor for The Rocket, SRU's student-run newspaper