**Kelly L. Swanlek**  
150 N. Spring Valley Road  
Canonsburg, Pa 15317  
(724) 422-2837  
[kswanlek@gmail.com](mailto:kswanlek@gmail.com)

**Experience:**CBC Innovis  
Pittsburgh, PA Dec 2010- Present   
*Customer/Tech Support Associate*Skills/Qualifications: Good phone skills, multi-tasking and time management skills

* Answer telephone inquiries from loan officers and banks regarding clients’ credit reports.
* Resolve technical issues for clients.
* Receive and scan in incoming faxes.
* Place updates for consumers’ credit reports.

Association of Governing Boards for Universities and Colleges  
Washington, DC June 2010-August 2010  
*Web Communications Intern*Skills/Qualifications: Familiar with HTML, good time management skills.

* Demonstrated ability to work on large, ongoing projects independently.
* Uploaded the 2008 edition of *Trusteeship* magazine.
* Improved product pages on an Ecommerce site.
* Familiar with Google Analytics.
* Edited content for SEO.

Diamond Pharmacy Services—Indiana, Pa. Sept. 2009-June 2010  
*Long Term Care Facility Pre-packer*  
Skills/Qualifications: Good people skills and task management.

* Package prescription medications for Nursing Homes in Pennsylvania, New York and Ohio.
* Clean tables, shelves and equipment.
* Communicate with pharmacy technicians regarding prescriptions.

Indiana University of Pennsylvania—Indiana, Pa. June 2006-August 2009   
*Office of Admissions-Transfer Services*   
Skills/Qualifications: Advanced writing, computer and communication skills.

* Entered students’ transcripts into Banner Web Client.
* Checked evaluations for correctness and accuracy.
* Answered telephone inquiries regarding students’ transcripts and evaluations.
* Filed completed evaluations.
* Worked with Admissions Counselors about IUP events and orientations.
* Gave campus tours to students.
* Assisted with Transfer Orientation and helped students schedule for upcoming semesters.

**Other Accomplishments:**

* Sigma Alpha Lambda-National Honors Organization: April 2008-August 2010
* American Legion Auxiliary Member: January 2009-Present
  + Participate in events to raise money for veterans in Indiana County and surrounding areas.

**Special Projects or Presentations:**

* Proficient in social media applications (Twitter, Facebook, Tumblr, Word Press, etc).
  + [www.kellylynn1988.wordpress.com](http://www.kellylynn1988.wordpress.com)
* Participated in the Undergraduate Scholars Research Conference.
* Proficient in Microsoft Word, Excel and PowerPoint.

**Education**:   
Indiana University of Pennsylvania-Indiana, Pa.   
B.A. Journalism   
Degree: Completed. Graduation Date: August 2010