

KAITLIN KILLINGSWORTH

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Availability: 01/20/2026

Job Type: Internship, Work Schedule: Part-Time

Desired locations: Hampton Roads, Virginia, United States

PROFESSIONAL SUMMARY

Detail-oriented and compassionate client service representative with 10 years of experience in customer-facing roles. Skilled in building strong relationships with clients, maintaining accurate records, and providing excellent communication and teamwork skills.

EDUCATION

- Old Dominion University - Norfolk, VA US
Bachelor of Science Degree Expected Graduation 05/2026
Major: Professional Writing
GPA: 4.0
- Tidewater Community College - Portsmouth, VA US
Associate of Science Degree 05/2014
Major: Social Sciences
GPA: 3.5

WORK EXPERIENCE

People for the Ethical Treatment of Animals – Norfolk, VA, U.S.

Client Service Representative – August 2024 - January 2025 - Hours per week: 40

People for the Ethical Treatment of Animals (PETA) is the largest animal liberation organization in the world, and PETA entities have more than 10.4 million members and supporters globally.

DUTIES AND RESPONSIBILITIES:

- Aided with the day-to-day operations of the mobile clinic program.
- Performed surgery check-ins and prepared daily reports in accordance with program procedures.
- Entered medical records into Clinic HQ.
- Provided support at the clinic, including patient discharge duties.
- Conducted follow-up calls within 24 post-surgeries.

Dog and Cat Hospital – Norfolk, VA, U.S.

Veterinary Assistant – January 2024 – August 2024 – Hours per week: 40

At Dog & Cat Hospital, we provide top-quality veterinary care, urgent pet care, and pet boarding to pets in our community.

DUTIES AND RESPONSIBILITIES:

- Assisted DVMS and credentialed veterinary technicians with appointments, prepping patients for surgery and minor procedures, surgical assisting, and proactively set up for any procedures or diagnostic tests.
- Obtained accurate vitals, obtained medical histories, and noted any changes of patient's condition to DVM.

- Maintained all medical equipment including laboratory machines, surgical packs, anesthesia machines, and any other essential tools to daily operations.
- Restrained animals in a safe, efficient and caring manner.
- Provided high quality client communication on patient updates and questions.

San Diego Humane Society and SPCA – San Diego, CA, U.S.

Admissions Counselor – May 2022 - December 2023 - Hours per week: 40

Create a more humane world by inspiring compassion, providing hope and advancing the welfare of animals and people.

DUTIES AND RESPONSIBILITIES:

- Assisted members of the public in the admittance of their pet or stray animal through proper interviewing techniques and completion of necessary paperwork.
- Accurately and reliably entered notes in the organization’s electronic record keeping system.
- Consulted with various departments to ensure appropriate pathways for incoming animals.
- Ensured a high-quality experience for every client through exceptional service, including de-escalating guest concerns.
- Collaborated with other Animal Care team members and Management to assure the highest of standards in day-to-day shelter operations.

Fleet Readiness Center Mid-Atlantic (FRCMA) – Virginia Beach, VA, US

Aircraft Sheetmetal Mechanic 3806-WT-05 – December 2019 - April 2022 - Hours per week: 40

FRCMA is the industrial leader in the region. It features Intermediate and Depot level support, and its workforce is comprised of nearly 2,500 military, civil service and contract personnel who take great pride in their contributions to fleet readiness and the defense of our country.

DUTIES AND RESPONSIBILITIES:

- Interpreted blueprints, technical manuals, and other instructions.
- Inspected damaged aircraft structures to determine the most effective repair method.
- Performed structural modifications to aircraft based on engineering updates.
- Precisely drilled, fitted, and riveted new and repaired parts during assembly and installation.
- Inspected completed work to ensure it met quality and safety specifications.

VOLUNTEER WORK

San Diego Comic-Con – San Diego, CA, US – comic-con.org/cc/

Daily Volunteer – July 2022 - July 2023

The San Diego Comic Convention (Comic-Con International) is a California Nonprofit Public Benefit Corporation organized for charitable purposes and dedicated to creating the general public’s awareness of and appreciation for comics and related popular art forms, including participation in and support of public presentations, conventions, exhibits, museums and other public outreach activities which celebrate the historic and ongoing contribution of comics to art and culture.

DUTIES AND RESPONSIBILITIES:

- Assisted Comic-Con attendees with badge related issues, directing them to the help desk for further support.
- Distributed complimentary Comic-Con merchandise including bags, lanyards, and collectable pins.
- Ensured the safety of guests and maintained orderly lines by guiding the crowd with clear instructions and signage.
- Answered attendee’s questions about locations, schedules, and general convention information.
- Provided general assistance in the Artist Alley and on the main exhibit floor.

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