

KAITLIN KILLINGSWORTH

638 Milby Drive

Chesapeake, VA 23325

kaitlin.e.killingsworth@gmail.com, (757)-292-3791

<https://www.linkedin.com/in/katie-killingsworth-806673266/>

Availability: 07/06/2026

Job Type: Permanent, Work Schedule: Full-Time

Desired locations: Remote, Hampton Roads, Virginia, United States

PROFESSIONAL SUMMARY

Compelling professional writer and client service representative with 10 years of experience in customer-facing roles. Brings strong professional writing skills and firsthand experience in social media content creation including campaign development and producing engaging multimedia content. Skilled in building strong relationships with clients, maintaining accurate records, and providing excellent communication and teamwork skills.

WORK EXPERIENCE

Compact Canine Rescue – Remote, Norfolk, VA, U.S.

Communications and Marketing Intern – January 2026 – Present – Hours per week: 10

DUTIES AND RESPONSIBILITIES

- Planned content by preparing a weekly social media strategy overview using Buffer.
- Developed creative storytelling skills by crafting engaging social media content, including at least one organic post and four daily stories.
- Enhanced communication and coordination abilities by collaborating with foster caregivers to source photos of foster dogs and pet adoption updates for promotional use.
- Created email correspondence for campaigns, events, fundraising, and sponsorship opportunities.

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

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

DUTIES AND RESPONSIBILITIES:

- Coordinated the patient check-in process of the mobile clinic program.
- Totaled all transactions and prepared daily finance reports in accordance with program procedures.
- Logged patient medical records into Clinic HQ, the clinic's record-keeping system.
- Provided clerical support at the clinic, including conducting patient discharges, explanations of prescribed medications and post-operative instructions.

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

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

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 alerted the DVM of any changes in the patient's condition.
- Maintained all medical equipment, including laboratory machines, surgical packs, anesthesia machines, and any other essential tools for daily operations.
- Restrained animals in a safe, efficient, and caring manner.

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

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

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 kept records in ShelterBuddy, the organization's electronic database.
- Coordinated with aligned departments using asynchronous communication to ensure appropriate pathways for incoming animals.
- Ensured a high-quality experience for every client through exceptional service, including de-escalating guest concerns.

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

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

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.

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

SKILLS

- **Marketing and Content Creation** – Social media campaign planning, content strategy development, Canva Design (flyers, banners, reels)
- **Digital Platforms** – Buffer scheduling and analytics; Microsoft Teams for asynchronous team communication
- **Professional Strengths** – Critical thinking, problem-solving, communication, collaboration, and team leadership

CERTIFICATIONS/AWARDS

- **Social Media Marketing Certification**, *Hootsuite Academy* – February 2023
- **Hootsuite Platform Certification**, *Hootsuite Academy* – January 2023
- **Fear Free Certification**, *Fear Free Shelters Program* – July 2023
- **Mellon Foundation Humanities Internship Award**, *Old Dominion University* – January 2026