

KRISTINA PATTON

Grayson, GA 30017 | (347) 268-4004 | kristinambourne@gmail.com

EDUCATION

Georgia State University – Atlanta, GA

Bachelor of Science, Psychology, GPA 4.0

Expected graduation: Spring 2026

John Jay College – New York, NY

Bachelor of Arts, Forensic Psychology

Fall 2013

Saint Francis College – Brooklyn, NY

Bachelor of Arts, Psychology

Fall 2009

AWARDS/HONORS

President's List

Fall 2022 – 2024

EMPLOYMENT

Contact Representative, Internal Revenue Service

April 2022 – April 2023

Chamblee, GA

- Provided accurate information and guidance to taxpayers regarding identity theft resolution processes
- Efficiently researched and identified appropriate resources for case resolution

Guest Service Associate, Target

August 2016 – August 2019

New York, NY

- Contributed to the successful launch of a new flexible format store by assisting with planogram setup and inventory management
- Accurately handled cash transactions and safe management, ensuring financial security and compliance

Hospitality Agent, YMCA of Greater NY

September 2014 – August 2015

Brooklyn, NY

- Provided exceptional customer service to guests, assisting with tours, memberships, and program registrations
- Supported administrative tasks such as creating meeting notes and following up with guests

SKILLS & ABILITIES

- Microsoft Word, PowerPoint, Excel, Outlook, Teams
- Membership management software
- Tax return processing software
- Case management tool software
- Financial data analysis