

Kira Hyde

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Summary

Library experience in academic, public, rural and suburban libraries. Areas of library work include children's programming, front desk experience, programming, tech support for patrons, and cataloging. A total of 11 years of customer service work in libraries, medical offices, and a law office. Main skills: customer service, organizational skills, balancing multiple projects and responsibilities and creative problem solving

Education: Dominican University River Forest, IL- Masters of Library and Information Sciences

GPA:3.5 Anticipated Graduation Date May 2024

Southern Virginia University Buena Vista, VA- Bachelors of the Arts, Liberal Arts Major

Graduated Cum Laude May 2016. Honor Scholarship, Worked in the Library

Skills: Office software, Salesforce, Epic, Nexgen, Medant, Workflows, Polaris, Google Office, Canvas and Canva

Work Experience

Library:

Library Assistant 2018-2020 *Atlantic County Library System-Atlantic County, NJ*

- Customer service, answer questions and provide tech support (town population 10,455)
- Ran the monthly adult book club, helped with summer reading programs
- Used Workflows at the desk, check in and outs, weeding, and book upkeep

Senior Library Clerk 2016-2017 *Groton Public Library- Groton, NY*

- Used Polaris to catalog books
- Worked the front desk helping patrons (town population 2,200)
- Ran the 4th grade reading program, helped with summer reading and did a weekly story time

Other:

Receptionist October 2023- Present *Miller Mayer Law Office- Ithaca, NY*

- Manage front desk, forwarding call, mail, and emails to the other 30 employees
- Assist with office organization, book conference rooms, send meeting reminders
- General filing and record keeping

Patient Care Associate October 2022-October 2023 *Planned Parenthood Ithaca- Ithaca, NY*

- Welcome, checked in and out between 15-40 patients daily
- Used Epic to schedule appointments and check insurance for all 3 providers
- Help with office duties and customer service, also use Nexgen to access old medical records

Visionworks Receptionist March 2022-June2022 *Visionworks- Ithaca, NY*

- Checked in around 30 patients daily
- Scheduled appointments
- General customer service

Medical Receptionist 2021-2022 *Cayuga Foot and Wound Care- Ithaca, NY*

- Customer service, both on the phone and in person
- General upkeep of the office including cleaning and prepping exam room
- General office duties: mailing, faxing, calling, ex.

Affiliations: Member of American Library Association, Active in Community Theater, Notary Public in NY