

Kate Houser

Beaver Falls, PA 15010

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Experience

Social Media/Digital Intern, 08/2024 — Current

Pittsburgh Penguins — Pittsburgh, PA

- Creating content for digital channels, such as our website, app, and social media posts.
- Brainstorming new approaches to increase engagement with target audiences.
- Editing video clips for use on websites and other online platforms.
- Photographing players, staff, and practices for media releases, archival use, and social media posts

Team Photography Intern, 04/2024 — 09/2024

Washington Wild Things — Washington, PA

- Capturing high-quality action shots of athletes and fans during baseball games.
- Editing photos using Adobe Lightroom and turn in for immediate social media content use.
- Managing social media accounts by posting relevant in-game content.
- Keeping in mind the brand and marketing goals of the team when creating content

Social Media and Photography Intern, 01/2024 — 04/2024

Pittsburgh Center for Arts and Media — Pittsburgh, PA

- Created content for social media accounts related to PCA&M's classes and exhibitions.
- Met regularly with supervisors to review progress and creative planning.
- Organized and maintained a digital library of images, video clips, and other media files.

Front Desk Associate, 08/2022 — Current

Pittsburgh Ballet Theatre — Pittsburgh, PA

- Answering phones to respond to customer inquiries and transferring calls to appropriate staff members.
- Welcoming patrons to front desk and engaging in friendly conversations while conducting check-in process.
- Interacting effectively by email, phone and in person with students, parents and staff members.

Front Desk Associate, 09/2020 — Current

UPMC Lemieux Sports Complex — Cranberry Twp, PA

- Managing guest check-in and check-out procedures, classes and payments.
- Responding to customer complaints, collaboratively troubleshooting to devise solutions.
- Building relationships with members and guests and creating a welcoming and warm environment that promoted future visits.

Volunteer

- Pens Events Team, 2022-2024
- Assisting with the set up of events like the Black Hockey History game and special events for season ticket-holders and sponsors
- Help manage smooth and enjoyable experiences for patrons and fellow staff

Education

12/2024 Point Park University — Pittsburgh, PA

Bachelor of Science Sports, Arts, and Entertainment Management

- Minor in Psychology
- Women in Sports and Events (W.I.S.E), President, 2021-2024