

**Amy Klostermann**  
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**Professional Summary:**

IT Manager with over 12 years of experience working in relational databases, entry-level query writing and view building in Microsoft SQL Server Management Studio and basic report building in Microsoft Visual Studio. Seeking to transition into a software engineer position using these skills, as well as those recently learned through Savvy Coders, JavaScript, HTML5, CSS3, and JSON. Very detail oriented, proficient multi-tasker, and very dependable.

**Professional Achievements:**

- Progressed from Executive Assistant to Information Systems Specialist and then to my current position as IT Manager.
- Worked with the database vendor to transform and rebuild the database from a desktop version to a web version.
- Worked with the IT vendor to upgrade the email platform to Office 365.

**Technical Skills:** JavaScript, HTML5, CSS3, JSON, understanding of relational databases, Microsoft SQL Server Management Studio, Microsoft Visual Studio, Microsoft 365, git, GitHub, Trello

**Continued Learning:**

Savvy Coders

June / 2020 – present

12-week immersive bootcamp, learning the following skills:

- Fundamentals of computing, HTML, CSS and JavaScript
- Functional JavaScript
- Object-Oriented JavaScript
- Advanced Implementation and Web APIs

Coder Girl

July / 2017 – December / 2017

24-weeks of once/week class in SQL Server

- Connected to the SQL Server database
- Executed queries using the fundamentals
- Retrieved data from multiple tables

**Capstone project:**

*K<sup>2</sup> Legacy Foundation Website*

Designed and implemented a website to successfully match individuals with support animals. The animals are vetted and categorized based on their ability to support individuals with mental health disorders. The animals are specifically matched to the disorder they are best able to support.

**Employment History:**

Pi Beta Phi Fraternity for Women

November / 2016 – Current

IT Manager

St. Louis / MO

- Manages relationships with key third-party experts to provide Information Technology and Information Systems guidance to all entities.

- Maintains the integrity, security, and seamless operation of the organization's internet, email (Microsoft 365), database and other technology services through collaboration with preferred vendors.
- Recommends the strategy and budget for the future direction of network and server infrastructure, member database and other supporting systems.
- Oversees the installation, support, maintenance, and asset control of servers, desktops, hardware and software, including the Fraternity's member database, to meet the evolving needs of the all three entities.
- Builds queries and views in Microsoft SQL Server Management Studio.
- Build and update reports in Microsoft Visual Studio.
- Updates HTML in third-party database application and in our third-party event management platform.
- Analyzes business needs presented by users and recommends technical solutions.
- Implements disaster recovery and back-up procedures and information security and control structures.
- Designs and implements training programs for staff and volunteers.
- Provides technical support and guidance to staff and volunteers.

Pi Beta Phi Fraternity for Women  
Information Systems Specialist

October / 2014 – October / 2016  
St. Louis / MO

- Managed reporting system, which includes building forms, updating securities and supporting/researching inquiries.
- Created customized reports and compiles data for various needs.
- Oversaw IT asset management; provides hardware and equipment maintenance as needed.
- Analyzed the current procedures and documents workflow of IT processes to improve systems.
- Provided support and guidance to staff and volunteers.
- Assisted Director of IT in maintaining the overall integrity and quality of the database.

Pi Beta Phi Fraternity for Women  
Executive Assistant

February / 2008 – October / 2014  
St. Louis / MO

- Provided administrative support for Executive Director and Assistant Executive Director
- Served as volunteer coordinator
- Updated for staff and officer directory, lists and database records
- Administered awards process
- Maintained Resource Library
- Prepared office correspondence such as monthly calendar, staff meeting minutes, etc.
- Scheduled conference calls for volunteers and staff
- Coordinated travel arrangements, lodging, transportation and hospitality for visitors to Headquarters
- Served as headquarters building manager
- Executed data analysis for all inventory items
- Served as backup for phone, mail and merchandising

**Education:**

Saint Louis University      September / 1994 – December / 1994 & January / 1998 – May / 2001  
Bachelor of Science in Social Work

St. Louis Community College - Florissant Valley  
Studied American Sign Language

August / 1997 – December / 1998

St. Louis Community College - Meramec  
General Studies

January / 1995 – May / 1997