Andrea Kimball
Software Engineer

aundreya.7@gmail.com | 317-918-6820
Indianapolis, IN
https://andrea-kimball.github.io/Portfolio/

Objective:

Obtain a career as a Software Developer with a growing company that shares similar core values, will allow me to display my knowledge as a developer, while continuing to grow my professional skills.

Education:

Eleven Fifty Academy- Software Development

Summary of Qualifications and Skills:

Customer-focused individual with 10 plus years of experience. Acknowledged for talents in inspiring coworkers to excel. Able to adapt to the demands of a challenging workload. Excellent communication and organizational skills along with strong worth ethics aimed at projecting a positive company image. Expert in consistently meeting high standards of service to ensure client satisfaction.

Key Qualifications:

• Track record of handling customer inquiries in accordance to established service policies and procedures

• Able to depersonalize self from the customer while providing the highest level of customer service

• Well-versed in resolving conflicts by understanding problems clearly and seeking out possible solutions through employing the creative thinking process

•Exceptional teamwork abilities

Professional Experience:

Transportation Coordinator

BNSF Logistics **2017-2020**

•Available to drivers any hour of the day to problem solve and provide customer updates.

• Negotiate carrier rates to ensure maximum quality of service as well as reasonable service price.

•Perform in collaboration with Transportation Manager to enhance load capacity and reduce damaged merchandise and loading errors.

•Handle client concerns and direct problems to suitable parties.

•Record driver concerns along with policy violations and direct main issues to Transportation Manager.

Core Competencies:

C # (C Sharp) •HTML • CSS •JavaScript • Git •GitHub •Unit Testing • Visual Studio •ASP.Net Web API •Razor •cloud-based services • Database Management • Technical Support • Data Updating • PC Proficient •

Projects:

Console Application Challenges

Team BookClub API

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Contact Center Representative

Ascension Health Ministry Service Center **2014-2017**

•Answered, screened and processed over 200 calls daily using a call management system and web-based communications.

•Problem solved Ascension employee issues related to Benefits, Payroll, FMLA within my scope.

•Performed quality assurance and reported incidents/errors to Supervisor.

•Trained new employees to incorporate an efficient screening process.

Account Manager

Prestige Delivery Systems **2014**

• Served as the lead point of contact for all customer matters, assisting with challenging client requests or issue escalations as needed

•Ensured the timely and successful delivery of our solutions according to customer needs and objectives through route scheduling and tracking

•Clearly communicated the progress of monthly/quarterly initiatives

•Prepared reports on account status

•Preparing and issuing payroll to drivers

Accounts Payable Coordinator/Receptionist

Beech Grove Meadows **2011-2014**

•Successfully managed Accounts Payable, supervised control of inventory, and maintained equipment and technology.

•Directed incoming calls; initiated a new vendor application process.

•Entered all invoices to be paid by check or bank draft

•Generated and balanced accounts payable reports to vendor statements

•Created and maintained the file system to easily access vendor documents

• Functioned as back-up to the Admissions Director, Medical Records Director and Business Office Coordinator.