

KASEY CHONG



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SKILLS

I exceed expectations. I am accustomed to juggling multiple tasks at once, problem-solving, and ensuring tasks are followed through to completion. Above all, I pride myself on being reliable, outgoing, and personable.

I am also proficient in a variety of technologies including computer hardware setup, help desk level IT support, as well as social media presence (Facebook, Twitter, etc.).

EDUCATION

NUCAMP

Front-end web and mobile development

COLLEGE COURSES

Cosumnes River City College -
Sacramento City College

DIPLOMA

Florin High School

EXPERIENCE

IT SUPPORT SPECIALIST - SERVICE DESK CENTENE (CONTRACTED THROUGH BEACON HILL)

2020 - Present

Create tickets for internal employees of Centene, Healthnet (and Federal Services), Fidelis Care, WellCare, and Meridian Health on a vast majority of IT related issues when employees calls the Service Desk; troubleshoot issues remotely and work on first-call-resolution; escalate calls/tickets to appropriate team(s) if need be; use Active Directory, Windows, and a variety other tools/resources to help resolve issues.

ADMINISTRATIVE & TECHNOLOGY MANAGER WATER EDUCATION FOUNDATION

2018 - 2020

Troubleshoot all internal technology issues (computers, printers, phone system); maintain employee records (time off request, vacation hours, sick time); setup computer for new hire, including email address, computer username, temporary password, access to select servers, computer drives, and printers; graphic design work (graphics, banners, flyers, posters, logos -- PhotoShop, Adobe, InDesign); setup audio & visual needs during events/conferences (projectors, laptops, screens, confidence monitors, microphones, etc.); conference call setup (phone line, Polycom SoundStation 2).

EXECUTIVE ASSISTANT WATER EDUCATION FOUNDATION

2017 - 2018

Assisted with fundraising, tracking contributors and managing contributor database information; event logistics, venue contracting and presentation setup; serving as the coordinator for the board of directors, including arranging meetings, preparing board packets and taking board meeting minutes; coordinating the one-year Water Leaders programs; and serving as Foundation representative at trade shows and secretary to the executive director.

DATABASE ANALYST LEXISNEXIS

2014 - 2017

Used Microsoft Suite and company systems' (SecureCRT/IRIS) to run queries and reports on legislative data; edited and formatted data/reports for input into database for consumer use; oversaw distribution list and contacts for delegating work to our overseas contractors; managed hiring and training of new database contractors; coordinated inter-office events, including scheduling of personnel, ordering and obtaining quotes from suppliers, and general execution of events.

GUEST SERVICES SUPERVISOR RIVER ROCK CASINO

2012 - 2014

Supervised a team of 25 Guest Services Representatives; organized team meetings and casino promotions; direct point of contact for all employee issues regarding shift scheduling, conflict resolution, and general maintenance of standards of Guest Services; ensured client satisfaction with company services and performed audits of employee standards to maintain quality service.

CERTIFICATES

[Google Technical Support Fundamentals](#)

[Full stack Web and Mobile Development Bootcamp](#) – with **honors**