

# Katherine Vail

<https://github.com/JabberDucky> | +1 (813) 808-4520 | [kthrnvail@gmail.com](mailto:kthrnvail@gmail.com)

## **SKILLS & INTERESTS**

**Skills:** Efficient and detail-oriented, ease with computers and technology, 60+ WPM with 99% accuracy, excellent verbal, and written communications skills, IT support skills, proficient in Microsoft Office and G Suite, ability to deliver quality and satisfactory designs within schedule, able to work on multiple projects simultaneously with equal attention to every project, efficient in proofing and editing written documents.

Studying for my Network+ Certification!

**Interests:** Crocheting, writing, technology, drawing, and telling bad dad jokes.

## **WORK EXPERIENCE**

**JabberDucky Huntsville, AL REMOTE** *Self-employed Digital artist and crafter of stuff March 2010 - Present*

- Consulted with clients via chat and email to discuss commission ideas and style preferences to create mutually agreeable project parameters
- Managed design conceptualizations, milestones, and client feedback
- Leveraged software to track incomes, expenses, and other financial information • Resolved client concerns quickly and professionally to maintain a respectful and productive project environment

**K-Force Tampa FL. REMOTE RACP Trained Agent June 2019 - September 2021**

- Provided walk-throughs and instructions on how to navigate the DEO portal for end users and provide troubleshooting, correcting any errors on clients' accounts or access.
- Actively listened to clients, handled concerns quickly, and escalated major issues to a supervisor
- Communicated with people from various cultures and backgrounds on processes to improve or resolve issues in the software.
- Input gathered information and researched data on applicants into computer system using the DEO portal

**Virtual Assistant Tampa, FL REMOTE** *Freelance Agent July 2015 - June 2019*

- Managed and updated social media accounts and posted updates to pages
- Conferred with clients by telephone, chat, or email to provide information
- Monitored emails, organized inboxes, and prioritized messages for clients
- Liaised between clients and vendors and maintained effective lines of communication
- Maintained client's calendar and set up reminders for meetings and appointments

## **EDUCATION**

**St. Petersburg College St. Petersburg, FL** *Associate Of Science*