Julia Kiser

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Portfolio: https://juliakiser.github.io/Kiser_Portfolio/

Objective:
Full Stack Web Developer leveraging background in Finance and Shared Services operations to apply problem solving and creativity to develop user friendly web applications. Versatile, results oriented, and analytical in resolving issues in fast paced environments with the ability to work independently. Self-starter, personally committed to continuous learning and proven leadership skills.

Skills:
Applications:
>   Autotime, APEX, Cognos Reporting, Costpoint, CRM, Deltek timekeeping, Microsoft Office, Microsoft Excel, Peoplesoft, Cigna (iAM), Webmenu, Accounts Payable invoice & imaging systems: Oracle, Kofax Total Agility, ECM/IPM, iPortal, Feith, Mapics, & Concur

Programmer Languages:
>   HTML5, CSS, Bootstrap, Javascript, JQuery, AJAX, Git, Command Line, React.js, Node.js, Handlebars.js, Express.js, MySQL, Sequelize, MongoDB, Mongoose, APIs, Heroku.

Projects:
MarvelEye (https://juliakiser.github.io/Marvel.Eye/) (https://github.com/JuliaKiser/Marvel.Eye)
- o   Worked independently to develop an application that allows users to discover the world of Marvel and Marvel characters
- o   Implemented Marvel API and GIPHY API along with Javascript to allow an interactive experience to select the character or search outside of the provided list
- o   Technology Used: HTML5, CSS, Javascript, jQuery, Bootstrap, Bulma, GitHub, and Visual Studio Code

Chatterbox (https://limitless-lowlands-46287.herokuapp.com/) (https://github.com/anishamcdowell/Chatterbox)
- o   Worked with a teammate, Anisha McDowell, to develop an MVC application that allows users to connect and socialize with their university campus
- o   Technology Used: HTML5, CSS, Javascript, Bootstrap, mysql, Node.js, Handlebarsjs, Expressjs, Visual Studio Code, Heroku, AOS-Animate

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Experience:
BAE Systems Shared Services Inc.—Charlotte, NC.

Financial Representative III (Time Collections/Deltek)   06/2019 to Present
- o   Export timesheets from Deltek timekeeping system and load labor files into Costpoint
- o   Effectively ensure all time sheets within assigned sectors are compliant and submitted in timely fashion.
- o   Successfully manage daily and weekly audit checks through Cognos Reporting.
- o   Troubleshoot employee timesheet related issues across sectors.

Accounting Support Specialist IV (Team Lead for Finance Customer Care)   02/2018 to 06/2019
- o   Reliable primary contact for Finance Departments at Shared Services to assist and resolve customer issues; involving Accounts Payable, Card Administration and Travel and Expense inquires and issues.
- o   Effectively facilitate first-call resolution interactions.
- o   Manage a team of 12 employees and assist in daily operations and maintain reports for employee adherence.
- o   Maintain departmental goals and team performance through coaching, spot checks, and monthly quality reviews.
- o   Efficiently design and implement Accounts Payable and Travel/Expense training for any new hires and facilitate refresher training for current employees.
- o   Consistently update job aids for both Accounts Payable and Travel & Expense in alignment with related departments.
- o   Transform department through team objectives updates and vendor portal & process improvement initiatives.

Financial Representative I, Customer Care   12/2016 to 02/2018
- o   Customer Care representative addressing Accounts Payable issues and inquiries for employees and vendors.
- o   Provide assistance to employees with Travel and Expense and Company Card inquiries and issues.

- o Research and resolve issues and inquiries for employees and vendors by way of phone calls, emails and Chat platform by accesses of multiple systems and computer programs/databases.
- o Knowledgeable of Accounts Payable invoice systems and Concur application to facilitate first-call resolution interactions.
- o Identify trends in inquiries and made appropriate recommendations for system and process improvements to enhance end-users' experience.
- o Participated in testing system changes as well as enhancements for related functional areas within the Finance Department to assist in strategies to develop process improvements.

Dick's Sporting Goods—Charlotte, NC.
Apparel Sales Associate Seasonal   11/2019 to 05/2020
- o Responded to telephone inquiries by providing quality service to customers and associates.
- o Strived for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- o Performed daily department tasks including stocking, creating merchandise displays, remerchandising, pricing markdowns, transferring merchandise, inventory control, and processing transactions.

Stroud Braided Rugs LLC—Boiling Springs, NC
Office Manager   05/2015 to 12/2016
- o Primary contact for customer service inquires.
- o Effectively manage all customer accounts, orders and troubleshoot customer service-related issues.
- o Manage shipping operations including paperwork and logistics.

Employee Resource Groups:
BAE Systems Shared Services Inc.—Charlotte, NC.
ABLE—Vice President   05/2020 to Present
- o Serve as the back-up and go to support for ABLE President.
- o Collaborate with our employee resource groups to develop and implement activities throughout multiple sectors
- o Involved developing yearly strategy to execute increase engagement and membership.
- o Partner with the VP of Communications to maintain and ensure clear, concise, and effective ERG communications.
- o Collaborate with Diversity & Inclusion sector Lead to create and distribute a D&I Dialogue on behalf of ABLE.

Outlink Group—Site Ambassador   02/2018 to 06/2020
- o Assist with organizing functions and disseminating information related to Charlotte Pride Parade.
- o Collaborated with key personnel at Shared Services on volunteer efforts across departments.
- o Participated in process improvement efforts for Travel and Expense group to align processes between stakeholders.

Education:
UNC Charlotte Coding Bootcamp, Charlotte, NC (2021)
- *Certificate* in Full-Stack Web Development (Expected July 2021)

Gardner-Webb University, Boiling Springs, NC
- *Master* of Business Administration and Management (2015)
- *Bachelor* of Business Administration and Management (2013)