

Kyle Zimmerman

Problem Solver

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Santa Barbara CA 🏠

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SKILLS

PROFESSIONAL

Teamwork
Accounting
Interpersonal Communication
Time Management

TECHNICAL

HTML 5
CSS 3
JAVA
Microsoft Excel

EDUCATION

Bachelor's Degree Computer Science

Auburn University
2023, GPA 4.0

Bachelor's Degree Business Admin

California State University
Channel Islands
2016

Certifications

The Complete SQL Course

Udemy
2021

The Complete Ruby on Rails Dev. Course

Udemy
2021

INTERESTS

Technology
Web Development
Gardening
Surfing

PROFILE

Young professional with 4+ years of practical work experience in a SaaS environment, currently earning a degree in computer science. Skills include problem solving, attention to detail, creativity, and ability to work under pressure. Strong knowledge of accounting, customer service, and project management. AppFolio Property Manager expert. Passionate about software development and looking to leverage my experience to become a successful Quality Assurance Engineer.

EXPERIENCE

Onboarding Manager

AppFolio | 2020 - Present

Manage new client onboarding projects from initial stages through the first full month of accounting. Build relationships with clients as their trusted advisor making best practice recommendations.

- Demonstrate mastery of product to make best practice recommendations regarding clients business processes and software utilization.
- Manage new customer onboarding projects from initial Kick-Off Call through the usage of high value features within the software.
- Ensure that each customer's data is accurate, that they receive proper training, and they have confidence using AppFolio Property Manager to run their business.
- Led over 250 client onboarding project, successful onboarding over 50k units onto the platform, while maintaining a high net promoter score.

Data Migration Specialist

AppFolio | 2019 - 2020

Successfully gathered, analyzed, and processed client data during data migration projects. Helped coordinate and complete assigned tasks in an organized manner to ensure project deadlines.

- Imported over 38K new units to the AppFolio platform.
- Developed guides and tools to streamline data migration processes.
- Trained new specialist, ensuring comprehensive knowledge of the onboarding process and customer experience standards.

Lead Teller

Wells Fargo | 2017 - 2019

Responsible for teller line and daily operations. Developed tactics to increase and maintain a high customer experience rating.

- Generated over 10 perfect customer surveys in each month.
- Professionally serviced customer complaints and provided timely resolutions.